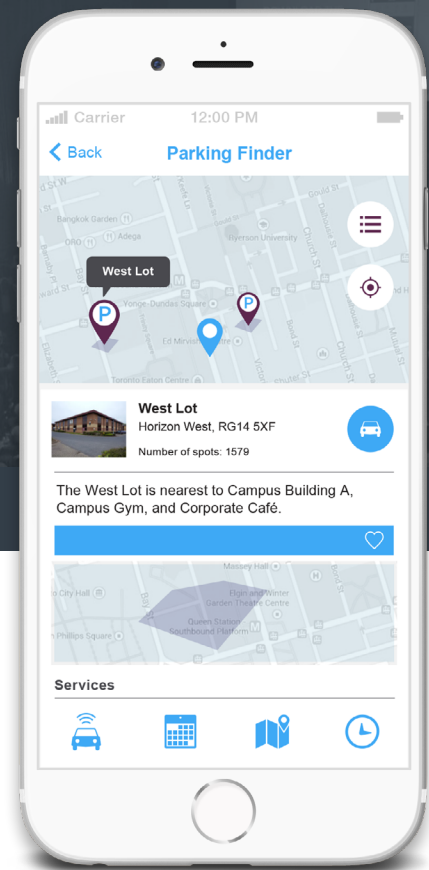


Global Telecommunications Company Uses Flybits to Connect it's Campus

Improving Operational Efficiency and Employee Productivity with Context-Aware Mobile App

 Mobile Telecommunications | United Kingdom



Business Challenge

- Manage corporate campus serving 2,000+ employees and guests per day.
- Streamline corporate campus operations, including maintenance, security, and communications.
- Increase employee satisfaction and productivity

Solution

- Flybits, the world's first and only cloud-based context-as-a-service platform, to transform our customer's corporate campus app from generic and stale, to personalized and fresh.

Business Results

- Single, context-aware mobile solution serving employees, guests, and facilities management
- Converged corporate campus operations reducing expenditures
- Improved access to corporate campus amenities increasing employee satisfaction
- Upgraded office management systems improving employee productivity

“Our customer wanted a mobile solution – beyond a generic, one-size-fits-all app – that would make its campus truly connected. Flybits allowed it to improve communication, efficiency, and accessibility to campus amenities and services. And, Flybits provided the flexibility to do it all in one, with an app that works for employees, guests, and facilities management.”

- Hossein Rahnama,
Founder and Chief Executive Officer, Flybits, Inc.

Business Challenge

Many large enterprises have people spread over sprawling campuses. These enterprises face the daunting challenge of connecting people, facilities, amenities, and information. Booking a meeting, finding a place to park, reporting something in need of repair, and allocating staff, among many other tasks, take up valuable time.

Recently, a worldwide provider of mobile telecommunications looked to Flybits for a mobile solution that would improve their corporate campus, in terms of both employee productivity and operational efficiency. More importantly, they wanted to know – how can we do what has already been done, better, faster, and for less?

Solution

Our customer had the basics, including receptionists, signage, maintenance schedules, a room booking service, and fitness class schedules. However, these resources were scattered and offered offline, significantly increasing the time it took to access, use, and maintain them. The solution was developed in two steps.

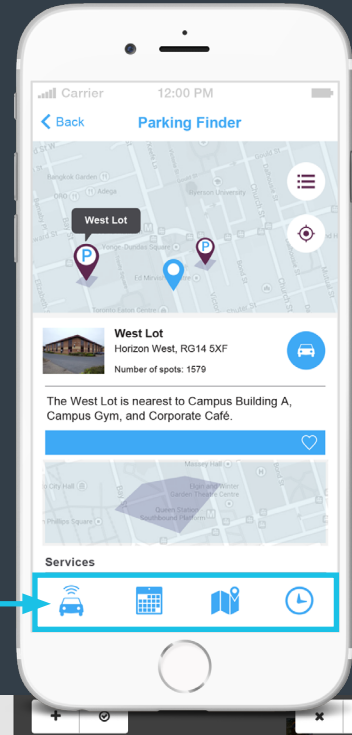
First, existing resources were consolidated into one mobile app that serves as a virtual concierge for staff and visitors. Next, context was introduced. “There’s a lot of useful context available about a mobile user,” said Flybits Director of Sales for Canada & EMEA, Mike McCarthy. “From location to social profiles, user behavior and preferences, environmental data, and beyond. Role identification, in this case, allowed our customer to deliver personalized app content and services to serve campus users – whether employees, guests, or facilities management – with a single app.” Flybits made it easy to:

- Book meeting rooms
- Receive meal promotions and order food for pick-up
- View and book fitness classes
- Receive notifications upon identified guest arrivals
- Customize utilities, such as lighting and temperature
- Find available parking nearby, based on location
- Obtain live bus schedules, based on regular routes
- Report maintenance issues using QR codes
- Communicate effectively among security staff during emergency situations



How

Using the Flybits software solution slashed the amount of code that would otherwise have been needed to find and integrate all of these contextual inputs and desired services. Using Experience Studio, our drag-and-drop visual interface, the customer added services from our pre-configured collection, including food ordering, parking availability and directions, conference room booking, and visitor notifications. Our customer also chose from a set of contextual plug-ins, among them role identification. Once the business rules to act on the context were set up, the customer was able to deliver personalized mobile experiences to employees, guests, and facilities management. Today, our customer continues to use Flybits to easily modify its app as it refines its mobile strategy.



Experience Studio Home Explore Analytics People Messages

West Lot

Active and unlocked

Edit zone
Delete zone
Deactivate zone
Lock zone
Message users in zone
Duplicate zone
View analytics

Manage services 3
Manage service collections 0
Manage roles 0

TAGS 1

This zone has no tags. Click the vertical ellipsis icon to open a dropdown to either associate tags or create a tag.

38 TOTAL VIEWS
0 AVERAGE RATING

Select services

Car Location Spot Availability Directions to Parking Hours of Operation

AR Augmented Reality
Beacon Connect to a beacon
Calendar This calendar app
EventsV2 Use this application to get and retrieve events using Flybits
Feedback feedback
Lists Lists
Locations Locations Bit for apps using location.
Poll Integrated polling system
Speed Dial V2 Version 2 of the Speed Dial Application
Text Share information with others.

Flybits provided instant cloud-based access to everything needed to transform our customer's mobile app from one-size-fits all to personalized, from stale to fresh.



Business Results

Results are still being tabulated, but the ROI has been immediate with a cut in app time-to-market, and a huge reduction in development cost. There has also been a payoff in terms of employee satisfaction and excitement around simplifying everyday tasks. This in turn is projected to increase productivity and efficiency.

A cost savings is also expected, based on the ability to report facility problems before they become major issues and fewer staff needed to run various processes like facility management and reception duties.

Finally, it doesn't hurt recruitment of the best and brightest talent to be known as a technology leader and innovator in the use of mobile communications. And with the ability to update and add features and functions by anyone in the company using Flybits, our customer is assured to stay on the cutting edge while continuing to reap the benefits of a connected, safe, and thriving campus.

It doesn't end here - our customer will continue to use Flybits to transform its corporate headquarters, and to expand additional campuses worldwide. Here are just some of the many use cases that are possible with Flybits:

- Integrated security, allowing staff to identify and track campus guests
- Facial recognition for employees and guests
- Notifications upon guest arrival and direct messaging capabilities
- Document restriction to specific rooms during meeting times (via beacons)
- Guest services, such as directions and café discounts
- Using phones in place of badges for employee access
- Mobile alerts for emergency situations

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