

A common gateway for teams to connect to all Apps

A leading retail store in India deployed Creative Social Intranet as a single digital workplace for the entire retail organization through customizations and integrations with other systems and boosted employee engagement and work productivity upto 10x

A TOOL THAT FITS FOR FRONTLINE AND OFFICE EMPLOYEES

Common organizational problems faced by any retail company.

Disconnected Frontline Hinders Customer Experience

Empower & Retain Your Retail Workforce

- ✓ The retail industry faces a challenge in connecting its deskless workforce, which often comprises a significant portion of employees.
- ✓ Limited communication channels between HQ and stores can lead to a lack of information flow and misalignment between company goals and frontline execution.
- ✓ Frontline Workers and Information: Store employees may not have easy access to critical information and updates needed to perform their jobs effectively.

- ✓ High employee turnover: This is the most direct and common way to express the issue.
- ✓ Difficulty retaining talent: This emphasizes the challenge of keeping valuable employees.
- ✓ Disengaged workforce: This highlights the lack of employee motivation and connection to the company.
- ✓ Limited employee potential: This focuses on the untapped potential of retail employees.

Knowledge Silos and Uncertainty Hinder Retail Growth

<p>Retail Resilience</p> <p>Rapid changes and potential departmental restructuring create a complex environment in large retail organizations.</p>	<p>Fragmented Knowledge</p> <p>Employees may not be aware of important information due to siloed communication within different departments.</p>	<p>Uncertainty and Disengagement</p> <p>Confusion about potential changes can lead to employee anxiety and hinder overall motivation.</p>
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THE SOLUTION

A new collaborative and engaging enterprise social network turned sharing ideas, storing files, and working together is a breeze.

CSI equips your frontline workforce with the tools they need to excel, transforming them into product specialists and ultimately driving customer satisfaction and a positive employee experience.

Bridging the Knowledge Gap with a Social Networking Intranet

- ✓ Easy access to product information and policies: Empower employees to become product specialists with essential knowledge readily available at their fingertips.
- ✓ Enhanced knowledge sharing: Foster a collaborative environment where employees can connect and share information, ensuring everyone stays up-to-date.
- ✓ Increased customer satisfaction: Knowledgeable staff can provide better service and product recommendations, leading to happier customers.
- ✓ Elevated employee experience: Empowered and confident employees take pride in their expertise, boosting overall morale and engagement.

Unite multiple systems with a retail intranet

<p>Unified Digital Workplace</p> <p>Consolidate all your essential tools and information into a single, user-friendly platform. No more switching between multiple systems!</p>	<p>Seamless Integrations</p> <p>CSI integrates seamlessly with your existing eCommerce, order management, and reporting systems.</p>	<p>Streamlined Workflows</p> <p>Automate tasks like compliance reporting and order picking, freeing up employee time for more customer-focused activities.</p>	<p>Data-Driven Decisions</p> <p>Gain valuable insights through integrated BI dashboards that track product performance and sales trends.</p>
<p>Increased Employee Productivity</p> <p>Employees can access everything they need in one place, allowing them to work more efficiently.</p>	<p>Improved Customer Service</p> <p>Faster access to information empowers employees to resolve customer queries quickly and effectively.</p>	<p>Enhanced Data Visibility</p> <p>Gain a holistic view of your retail operations to make informed decisions for growth and improvement.</p>	

CSI eliminates the frustration of disconnected systems, empowering retailers to create a unified and efficient digital workplace that boosts employee productivity and customer satisfaction.

Features

AN INTRANET PORTAL DESIGNED FOR 2,500 EMPLOYEES, OFFERING FEATURES FOR BOTH CONTENT MANAGEMENT AND SOCIAL NETWORKING.



Key functionalities include:

- ✓ Social networking features
- ✓ Event calendar
- ✓ Search functionality
- ✓ Employee directory
- ✓ Analytics and reporting
- ✓ Customizable Dashboards
- ✓ single sign-on

For administrators, the portal allows managing user accounts, content, notifications, downloads, and user activity reports. Employees can access company news, events, a directory, download files, participate in discussions, and update personal information. Overall, this intranet portal fosters communication, knowledge sharing, and social interaction within the organization.

<p>1 User management with Active Directory integration</p>	<p>2 Download management with access controls</p>
<p>3 Multi-level content management</p>	<p>4 Knowledge base management</p>
<p>5 Content Approval Workflows</p>	<p>6 Employee Recognition Features</p>