

Services Definition – GCloud15

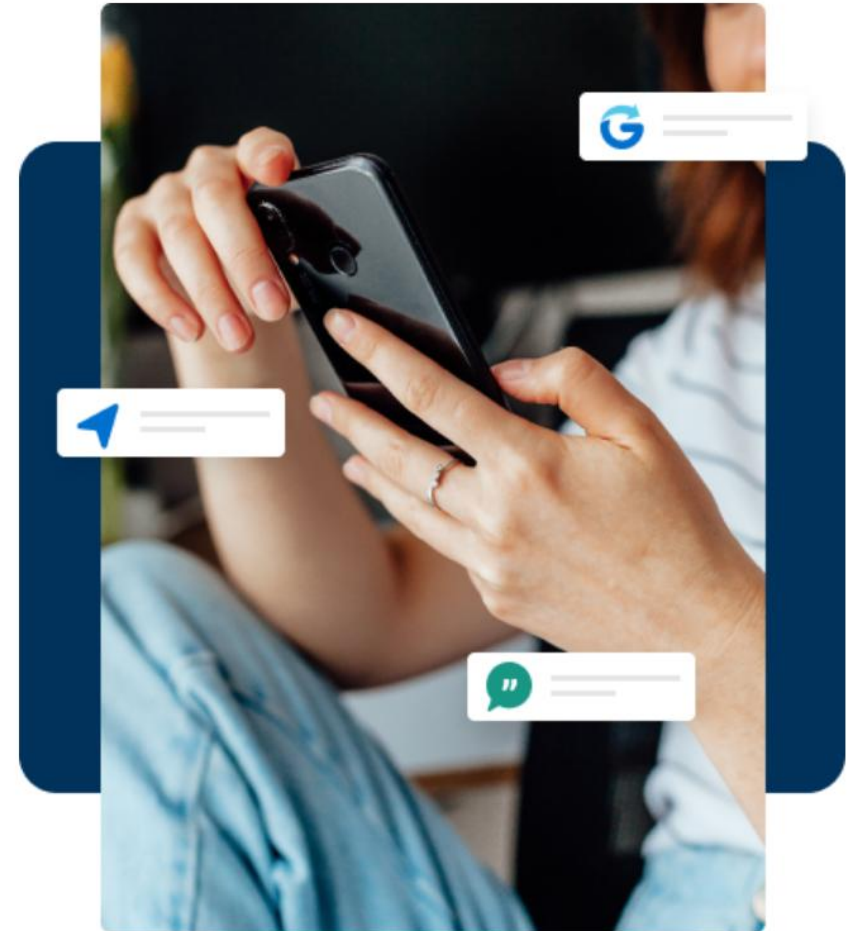


Solution Overview

Reduce failed appointments and cut costs with Glympse, your solution to improving first-time access rates and gaining real-time visibility of your mobile workforce. Designed for repairs contractors and DLOs, our platform dramatically decreases operational stress through automated appointment reminders and precise location tracking. This functionality is effortlessly managed by operatives within their digital job management routines.

Glympse also fosters robust two-way communication with residents, ensuring smooth interactions from the initial scheduling to the repair day. Following each appointment, our platform triggers a customer feedback process to immediately assess service performance. Any negative feedback generates an alert for your customer service team, enabling proactive management of potential complaints.

By using Glympse, fewer customer calls are needed to check ETAs, enhancing the overall service experience and maintaining high customer satisfaction. Transform how you manage appointments and track performance with Glympse—where technology meets efficiency.



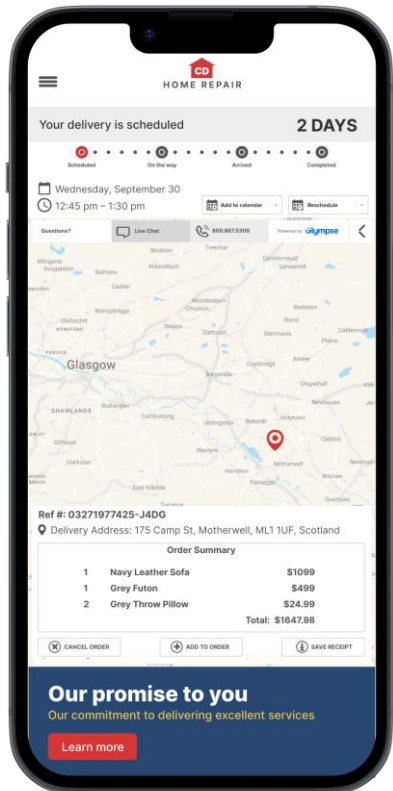
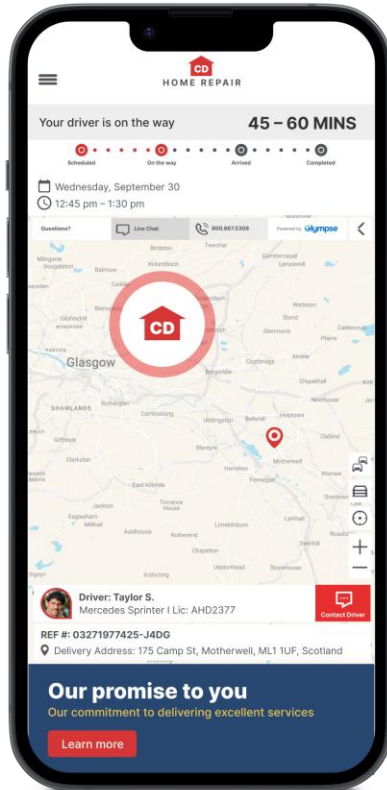
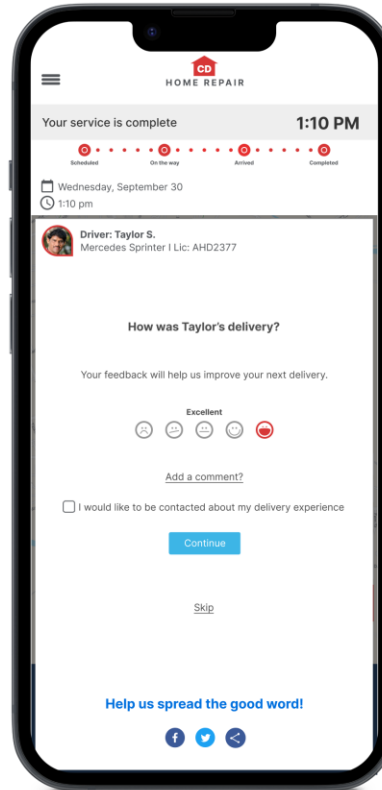
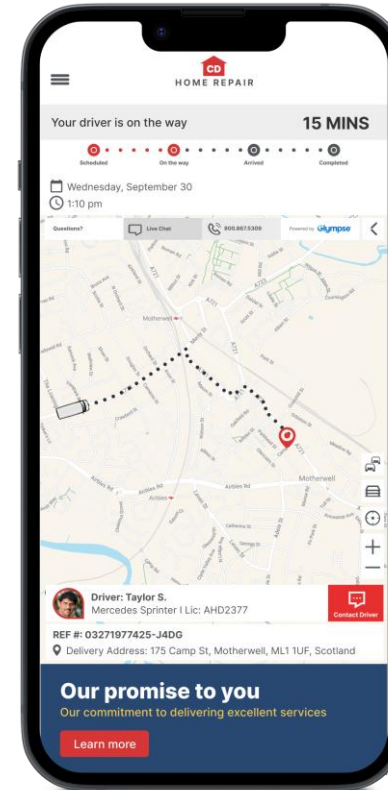
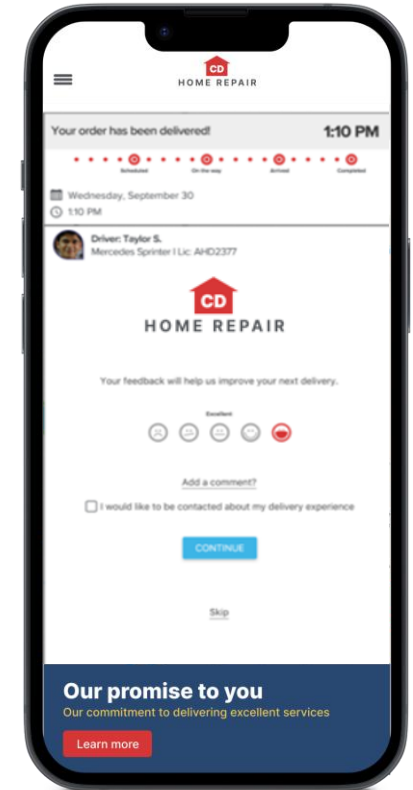
Scheduled

Day Of Service

On the Way

Arrived

Complete



Glympse can send branded delivery or pickup notifications

Sample Triggers:

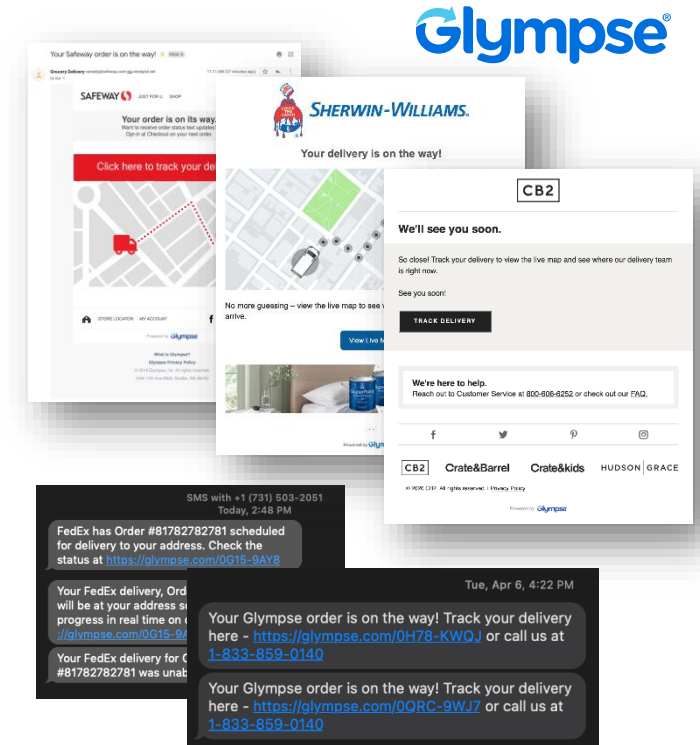
Delivery scheduled

Driver on the way

Driver delayed / missing window

Delivery complete / not complete

Each notification includes a unique invite code that opens to web or app experience



Key Features & Benefits



Inclusive Solution

The solution is available for an all-inclusive annual fee, covering a range of services. This fee includes an associated SMS service, initial setup, ongoing maintenance and support for both the application and operating environment, regular updates, error correction, and infrastructure. Additionally, clients receive a dedicated Account Manager and access to the Exactly support desk for designated contacts.

- Real-time Location Platform
- Proactive & Triggered notifications
- Web/App Branded Journey (B2C / C2B)
- Advertising/Engagement Framework
- Multi-way Messaging (customer | driver | ops)
- Voice Interfaces: IVR & Virtual Assistant
- Chatbot Interface
- Customer Care / Dispatch Interfaces





To onboard a new Glympse client, follow these simple steps:

Project Initiation: The client signs up with Exactly, providing basic business details. An account is then created and project initiated

Integration Setup: Integrate Glympse with the client's existing systems (like CRM or job management software) using provided APIs. This step is supported by detailed documentation and assistance from the Exactly integration team.

Training and Resources: Exactly provides training sessions for the client's team, covering how to use the platform effectively, including setting up location tracking and customer communication features.

Configuration: Customise settings such as user roles, permissions, and communication templates according to the client's operational needs.

Go Live: After a final review and testing phase, the client goes live with Glympse, enabling real-time location sharing and enhanced customer engagement.

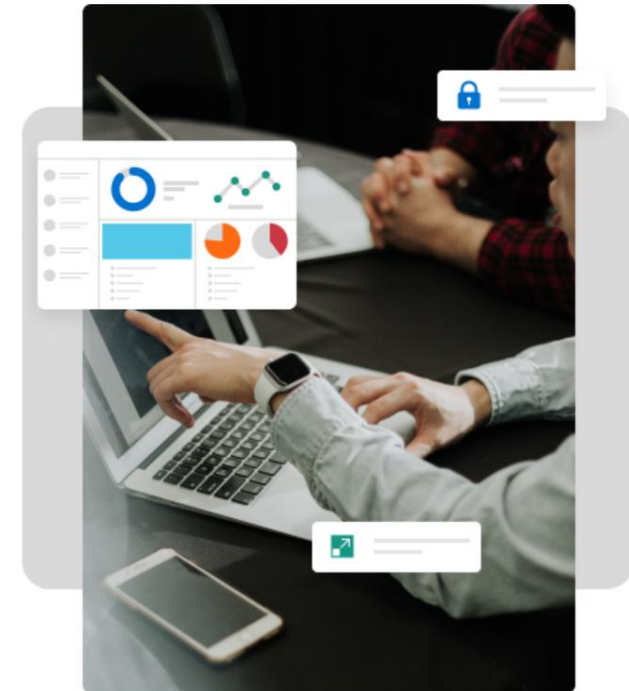
Ongoing Support: Exactly offers continuous support and updates to ensure smooth operations and adaptation to any new requirements.

Implementation

All our projects include the provision of a dedicated project manager to oversee the implementation, ensure the project is resourced appropriately, and track progress against budgets and milestone dates.

To achieve the best results and extract a maximum return on investment, our experience shows that a pragmatic approach to project management is necessary. Your requirements and overarching organisational objectives need to be understood by the project team, both to mitigate against risks, and to create innovative solutions that will underpin your strategy and vision for the future.

- ✓ Our approach includes deployment of the following elements:
- ✓ Robust planning process – Project plan
- ✓ Risk and issues monitoring
- ✓ Status reporting – Weekly or fortnightly
- ✓ Project management meetings and/or calls





Managed Services

We do not outsource our managed service to an offshore team, and our services team is not composed of a group of junior administrators who are “learning the ropes”. Our support team and our project team are one and the same, ensuring that expert resources are available to our customers should they need any support or advice.

Logging Support Requests

Support requests are usually submitted via email to our support email address.



Salix Homes win digital landlord of the year. Diagnostic chatbot & customer engagement platform



THEIA360 won best use of Technology @ CIH Manchester 2022



Double win at the 2025 Housing Innovation Awards!



Best fire safety innovation



Best use of visualisation technology



Further Information

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