



smartcrowds®

SERVICE OVERVIEW



smartcrowds empowers organisations to drive change from employee feedback, questions, concerns and ideas.

smartcrowds is an intuitive software platform that lets people work together in 'crowds' to identify critical organisational challenges and find and deliver new solutions to solve them.

Whether you're a small team or a global organisation, smartcrowds will harness your people's insight, experience, and creativity to deliver innovation and continuous improvement.

Key features

Delivers practical solutions based on your business priorities

smartcrowds is all about generating and implementing practical ideas and solutions that drive tangible benefits for your organisation. We structure smartcrowds around your key organisational goals so you can be confident that every employee contribution is more likely to positively impact your organisation.

Workflow, governance, and measurement built-in

Running empowerment programmes in large organisations can be daunting, but smartcrowds comes with all the structure, workflow, governance, and measurement you need built-in so it's easy to get started and make sure things are always on track. Based on the Plan/Do/Study/Act model, smartcrowds lets your people focus on the ideas and solutions while the platform takes care of the process.

As flexible as you need it to be

'Crowds' – the interactive groups that solve your challenges with their brilliant contributions – can be any shape or size. Want some that are organisational or cross-departmental and some that are more focused and exclusive? No problem, smartcrowds can run multiple crowds in any configuration you need.

Accessible, fun and interactive

smartcrowds can be used via a web browser, on your mobile phone or even in Microsoft Teams, so it's always accessible. Our intuitive interface and built-in gamification features also mean it's fun and easy to use, encouraging more people to get more involved, more often.

ROI guaranteed

We're so confident that smartcrowds will transform how you empower your people and develop true innovation for your organisation that we guarantee it will deliver at least 10 x your investment or give you your money back.

smartcrowds Modules

Surveys

Empower your leaders to obtain rapid insight from employees, customers and citizens. Create and publish various survey types to maximise response rates and drive meaningful business change.

Run spot surveys, track employee pulse, get feedback from kiosks, and run in-depth traditional surveys. Reach out, learn, and improve.

Listening

Empower employees to maximise their involvement in organisational change initiatives. Get employees and leaders working together to understand and tackle workplace risks and issues and collaborate on solutions.

Whether you're a small or large team, smartcrowds' always-on listening lets employees ask pressing questions, raise concerns, and seek solutions.

Ideas

Empower your employees to share their ideas and deliver continuous improvement & innovation. It's an intuitive software platform that lets employees collaborate to crowdsource ideas that address business challenges.

Whether a small or large team, smartcrowds will harness your employee's insight, experience, and creativity to deliver innovation and continuous improvement.

Cloud Service & Security

The smartcrowds Cloud Service is delivered as a .NET solution on Microsoft Azure and Microsoft Power BI. The cloud architecture removes the infrastructure procurement and support cost, replacing it with an annual subscription and a 99.5% uptime guarantee.

smartcrowds hosting and services are accredited and compliant with:

- ISO27001: 2013
- ISO9001: 2015
- ISO27018: 2014

smartcrowds Customers



About Bridgeall

smartcrowds is a Bridgeall Ltd product.

Established in 2002, we are a 10 x Microsoft Gold Partner with a solid track record in Managed IT Services, Software Development, and the Microsoft Cloud - Office 365, Azure, and SharePoint. In addition, we have a team of certified IT Professionals working with Windows Server, Exchange, SQL, SharePoint, and .NET.

Bridgeall has delivered responsive managed ICT services and support to public and private sector clients across the UK for two decades. We've advised clients on IT strategy, migrated workloads to the cloud, managed servers and applications and implemented secure and resilient networks. Our services are operated to ITIL (IT infrastructure library) service management principles, and we are accredited with Cyber Essentials, ISO9001 – Quality Management and ISO27001 – Information Security Management standards.

We also advise, implement, and support digital strategy for a broad range of client organisations across the public and private sectors. Importantly we help clients in their quest toward the cloud and building the Modern Intelligent Workplace (MIW). The MIW leverages the full potential of digital technologies for enhancing the customer/user experience, streamlining internal systems and processes, improving efficiency, and reducing costs.

Through building strong relationships and our experience in technology services, we help our clients achieve their goals and deliver IT support services to both small and large organisations, including The Scottish National Investment Bank, Be-IT based in Central Edinburgh and Glasgow, The Royal Edinburgh Military Tattoo, Scottish Ballet and McAllister Litho Glasgow Ltd, through to managing the market-critical Central Systems that underpin the £320 Million retail market for water in Scotland.