

Zigjo Global

Platform Introduction



Challenges ...

LACK OF SKILLED MANPOWER

Due to immigration, lack of skill etc.

INCREASED WAGE & COST

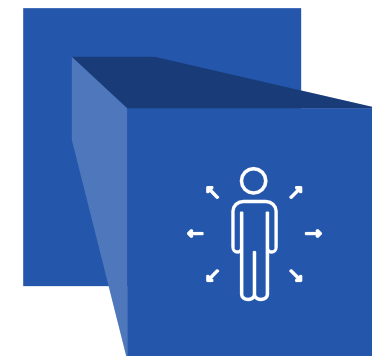
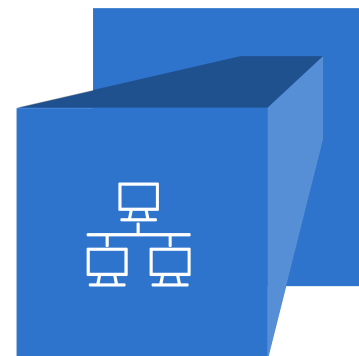
Inflation driven increase in salary & operational cost

MARKET COMPETITION

From new players, existing players & digital players

INCREASED CUSTOMER EXPECTATION

Due to improved exposure over digital channels



In Industries ...

HAND WORK ●

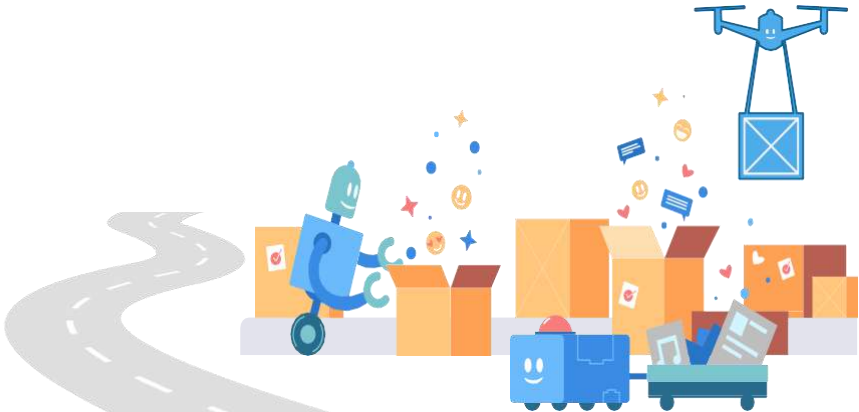
In early days, most of the activities were carried out using hand & manual labor

TOOLS & MACHINES ●

Introduction of tools & machines significantly reduces effort & manpower required

AUTOMATION ●

World is moving to automated solution to further reduce effort & intervention



In Business ...

PAPER ●

In early days, we were using paper & pen for most of the business operations

DIGITAL ●

Now we are using digital equipment's & tools for our business needs

D-PLATFORM ●

World is moving to data driven platforms to collect, process & automate business ops



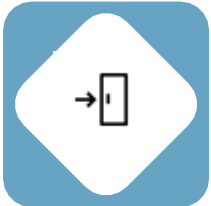
KEY FOCUS AREAS

To be worked out for achieving data platform



- **EMPLOYEE**
Aligning employee behavior, work & actions
- **MANAGEMENT**
Organization strategy, vision & execution alignment
- **MARKETING**
Keep track of marketing activities & persons
- **CUSTOMER**
Keep track of customer interactions at every touch point
- **SUPPORT**
Accounts, Finance, HR, IT etc.
- **PURCHASE**
Make data driven decision regarding purchase & production

EMPLOYEE- LEVEL



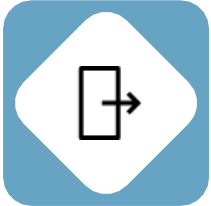
IN

Things to do when starting duty for the day



WORK

Things to do while during duty time

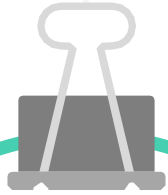


OUT

Things to do before leaving office



EMPLOYEE - IN PROCESS



ON-TIME

Ensuring on-time arrival of employee through self feedback driven system



ATTIRE / DRESSCODE

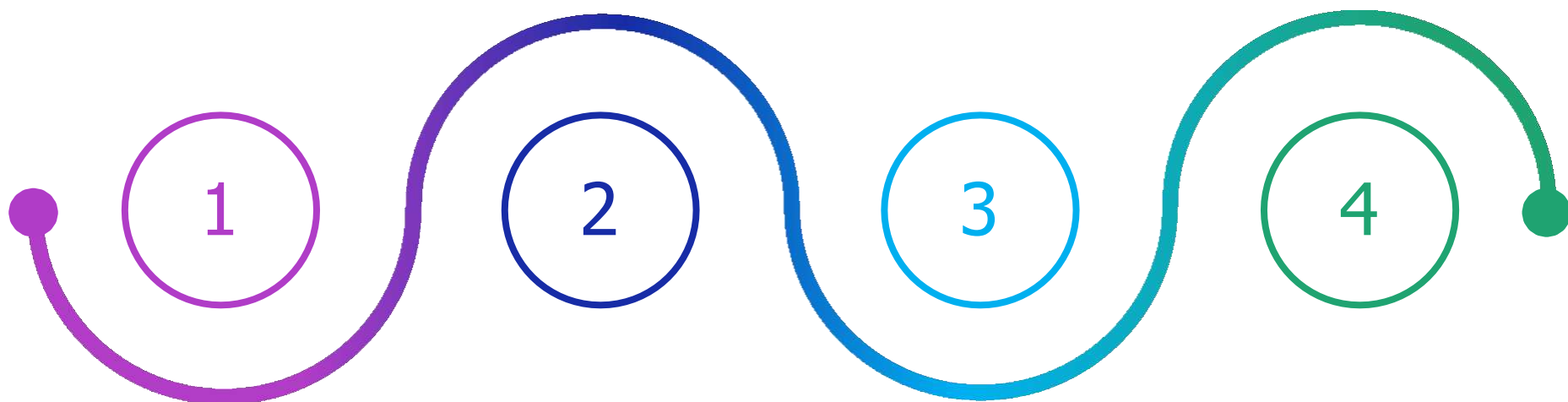
Ensuring arrival on proper dress code / neat attire through selfie driven system



GEO-LOCATION

Ensuring duty starting from identifiable organization locations

EMPLOYEE - WORK



ASSIGN

Assign tasks & activities to your immediate line of control employees

TRACK

View all assigned activities in a dashboard

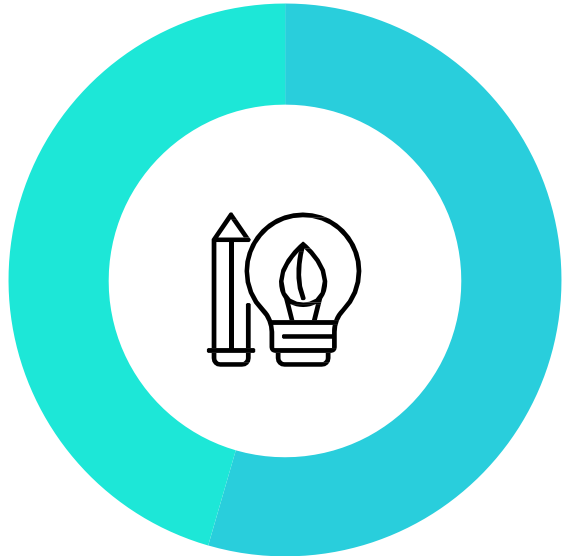
FOLLOW-UP

Follow-up on the updates of each task separately

CLOSURE

Close & archive tasks once completed for future reference

EMPLOYEE - OUT PROCESS



UPDATES

Making sure employee provides update for each activities allocated in a systematic data oriented way



REPORTS

Provision for submitting day activities in a an auto generated report format

CUSTOMER- LEVEL

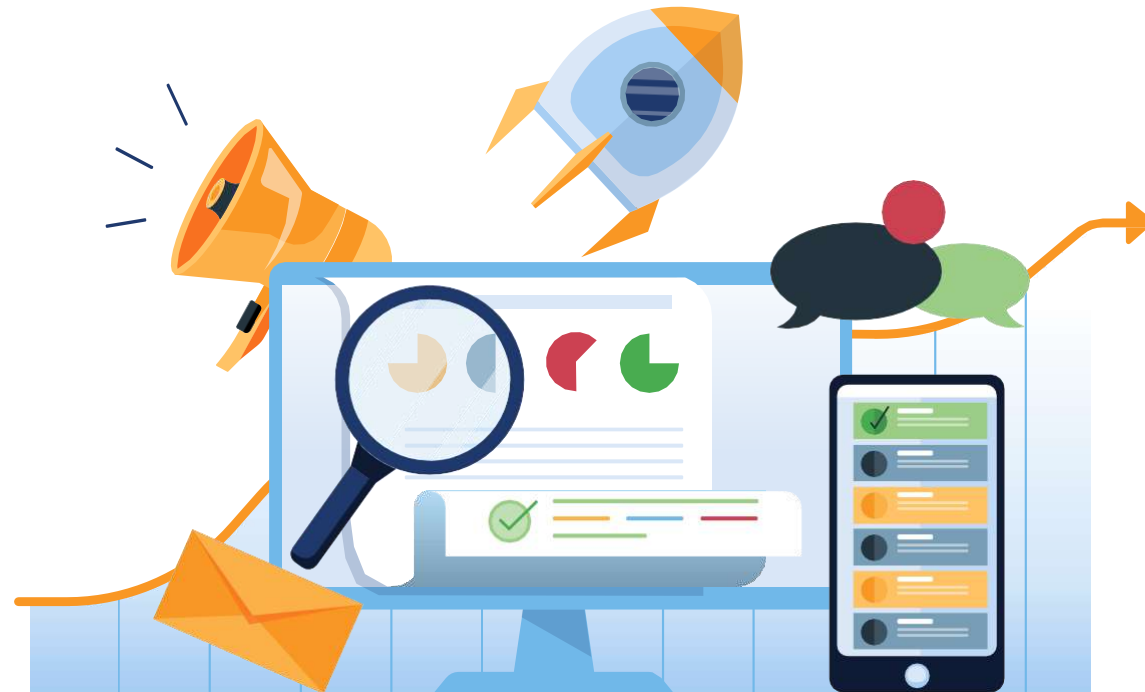




CUSTOMER DATABASE / CRM
ACROSS ALL CHANNELS

CUSTOMER- ENGAGEMENT

WHATSAPP



PROFILESHARING



BROCHURES



PHONE





FOLLOW-UP

Set reminder for regular follow-up with customers



ESTIMATE

Provide estimate for customer interested items on the go



ORDER

Confirm estimate to order once customer decides to buy

CUSTOMER -
SELLING PROCESS



SATISFIED

A



NEUTRAL

B



BAD

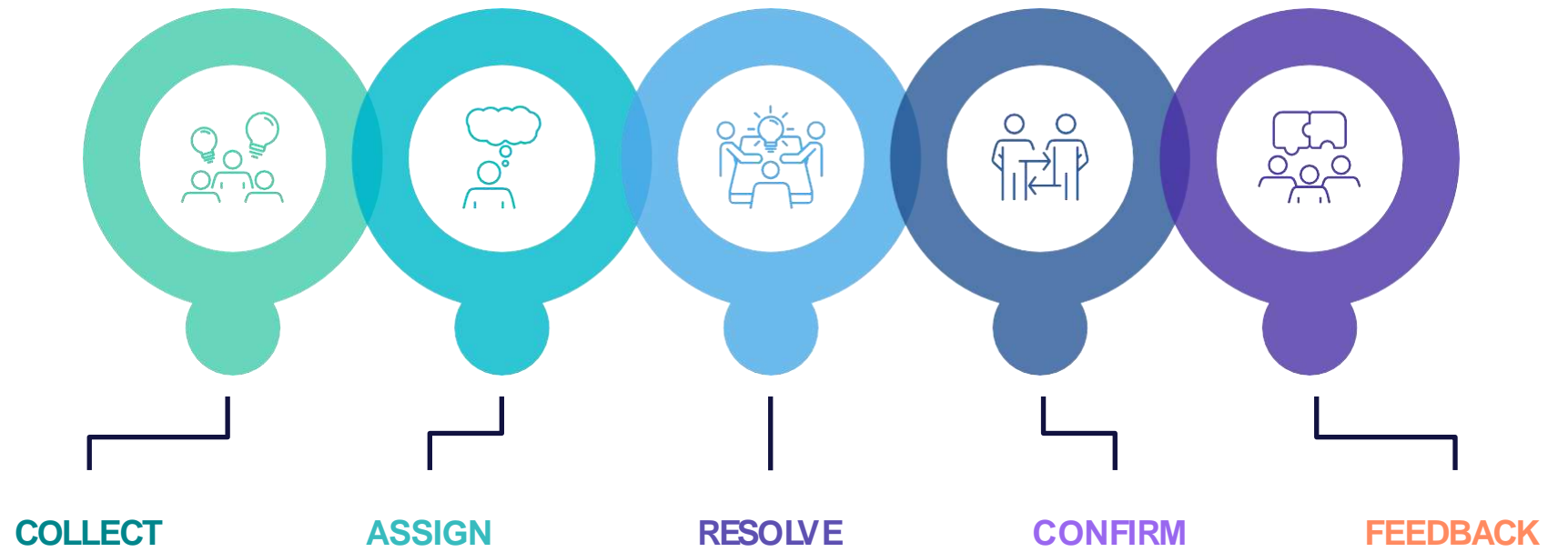
C



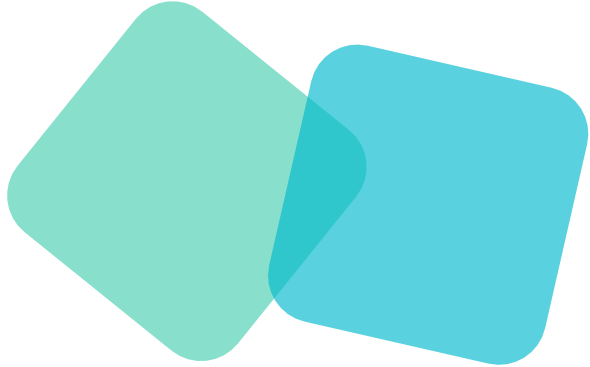
UNSATISFIED

D

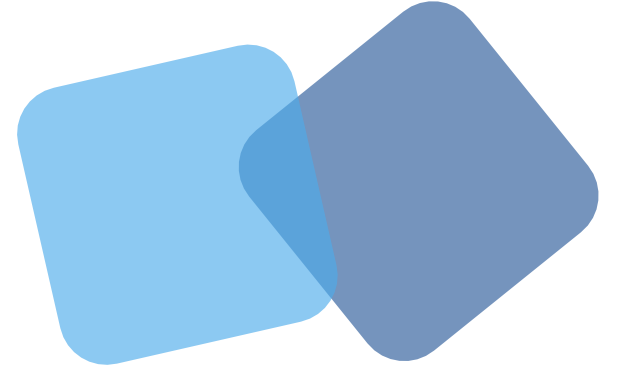
PRODUCT/ SERVICE
FEEDBACK COLLECTION



CUSTOMER COMPLAINTS



MARKETING



IN-HOUSE

FIELD

MARKETING -
TRAVEL & TRIPS



Trip Tracking



Check-in / Checkouts

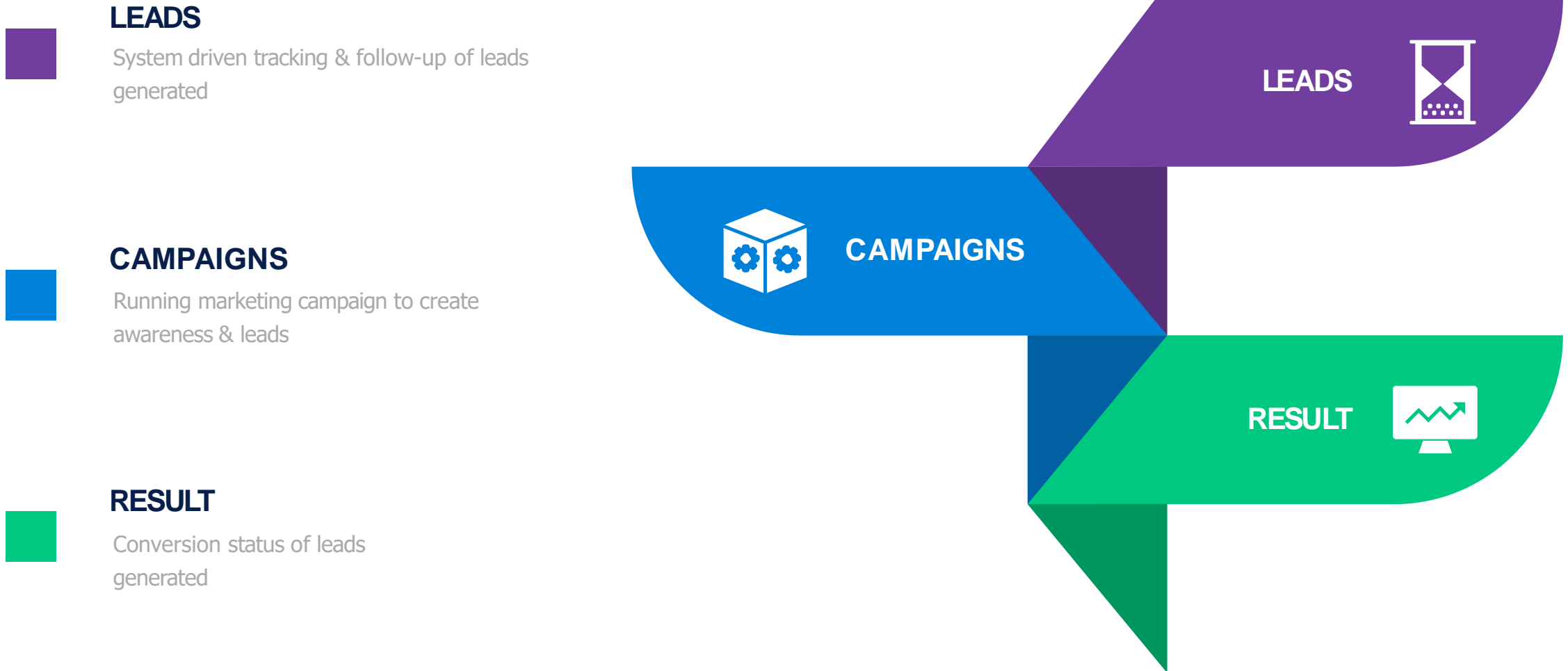


Rate card



Trip reports + map

MARKETING ACTIVITIES

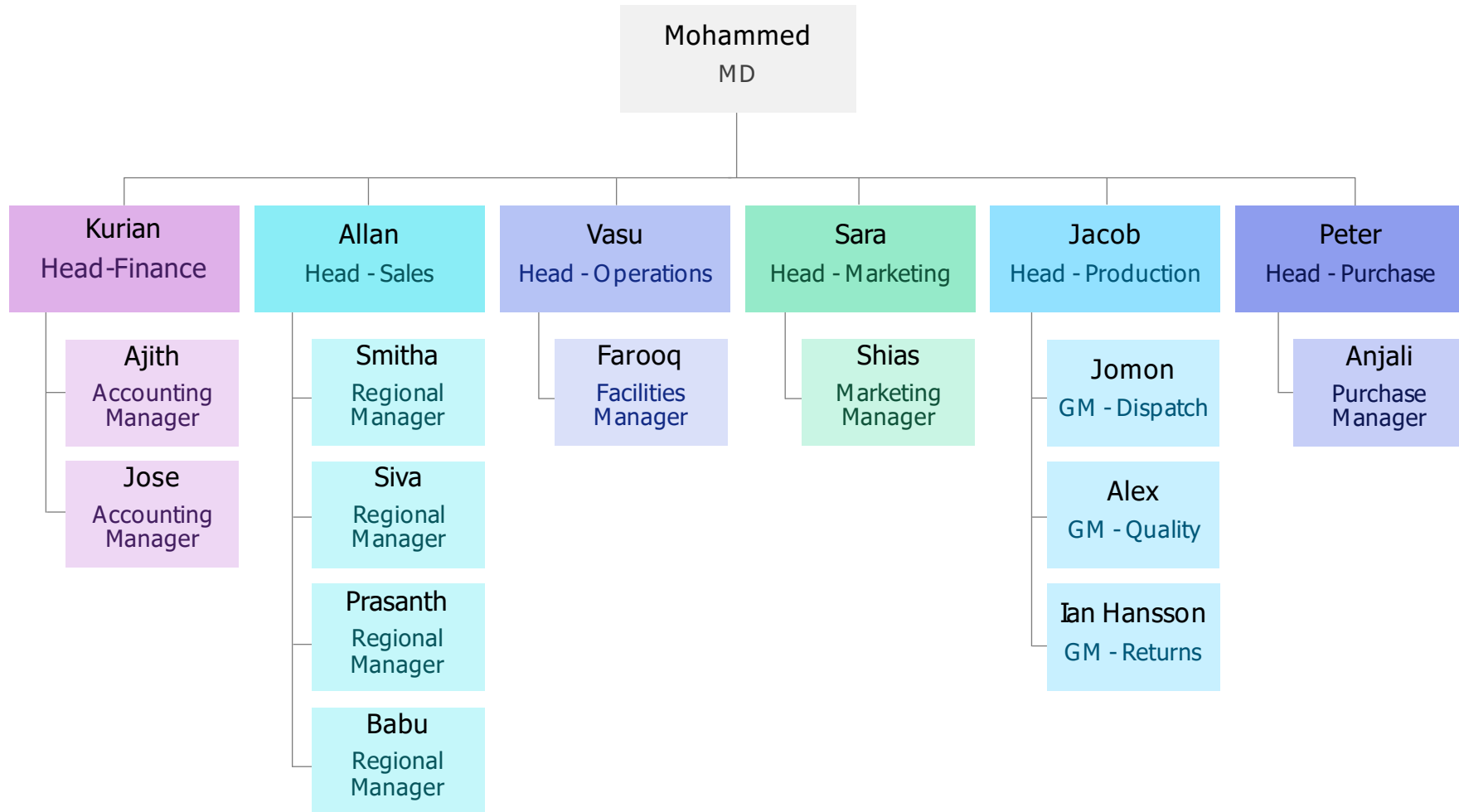


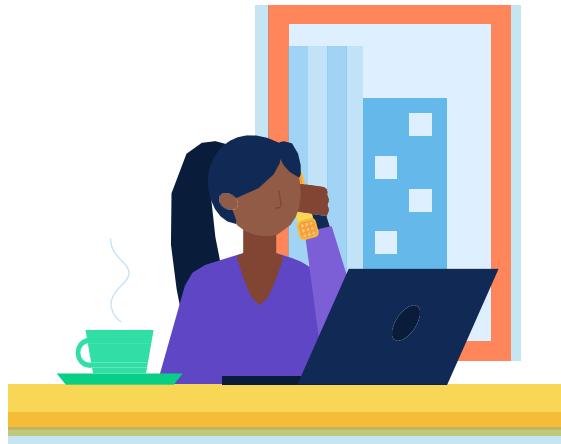


**DAY
ACTIVITY
REPORTING**

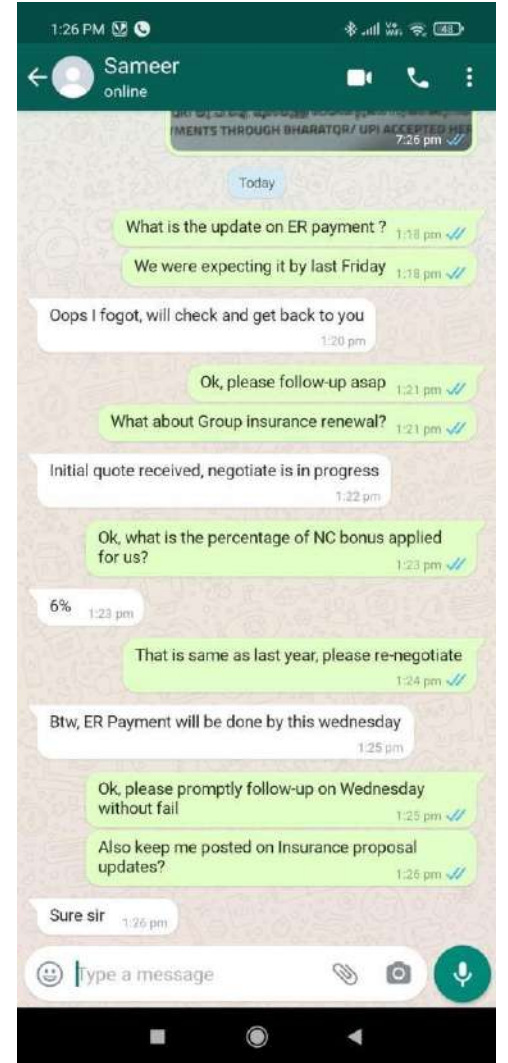
Make marketing executives submit their day activities
in a standardized reportable format

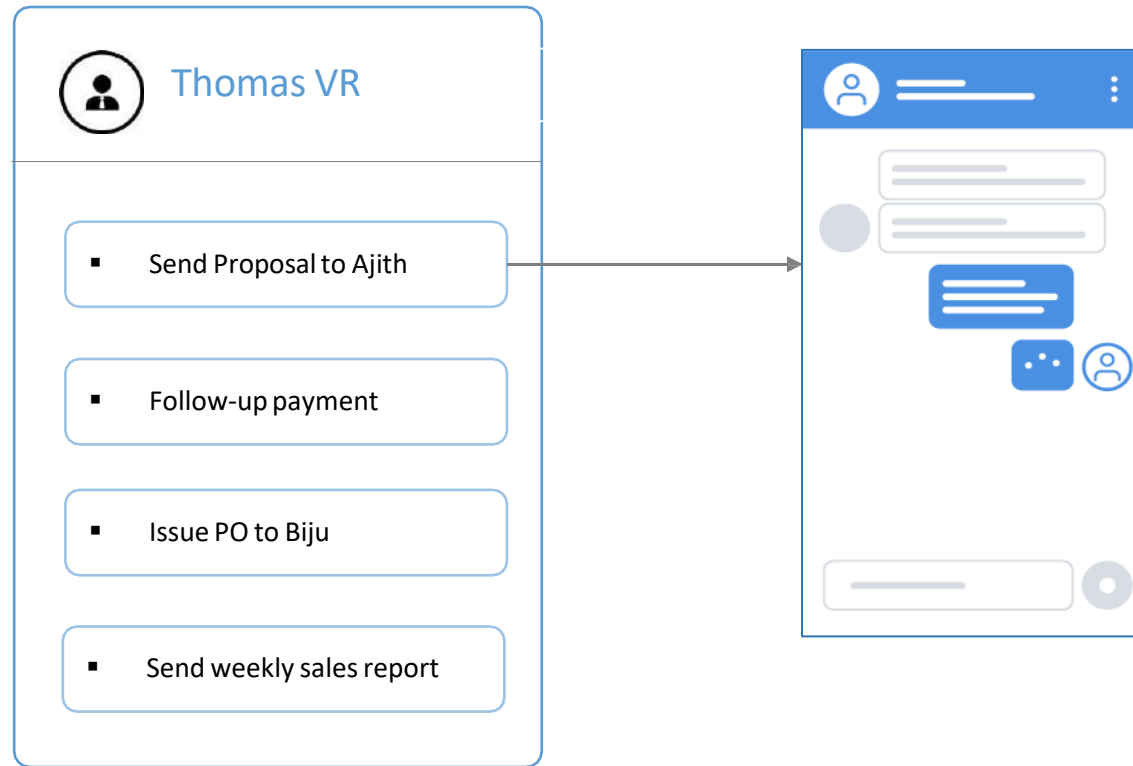
MANAGEMENT LEVEL





WORK MANAGEMENT – CURRENT SCENARIO





WORK MANAGEMENT



DIRECT TASKS

Directly assigned to an employee



TEAM TASKS

Collaborative tasks by group of employees



SELF TASKS

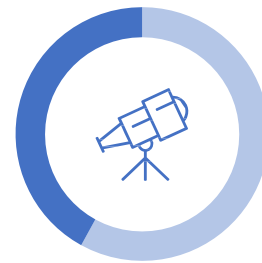
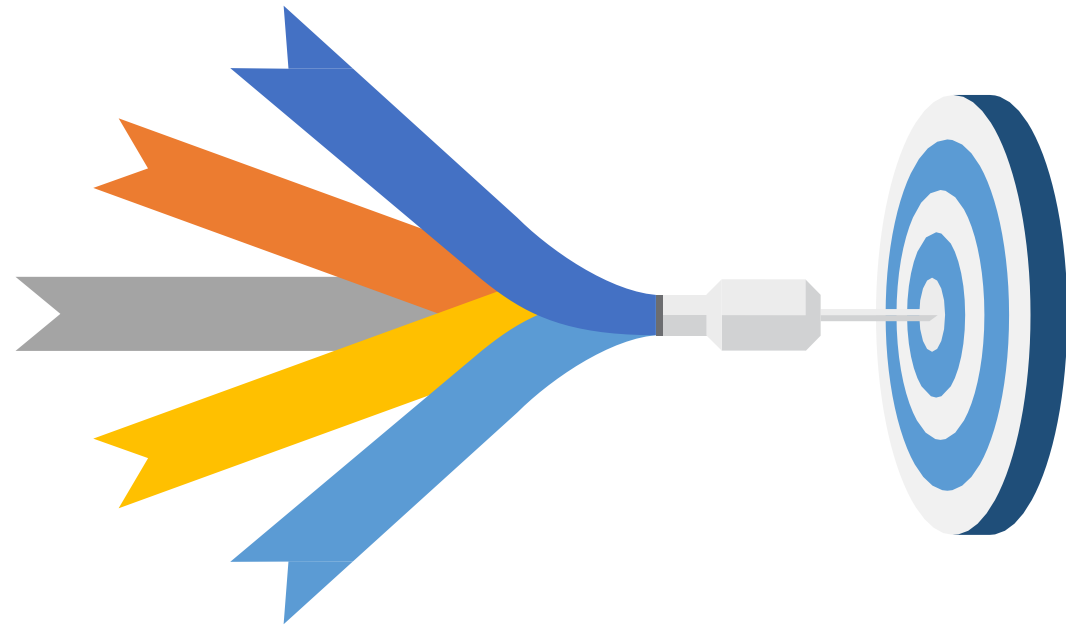
Tasks to be done by myself



ACTIVITY TYPES



TASK ASPECTS



56%



61%

TARGET SETTING & PROGRESS

SUPPORT TEAMS



ACTIVITY TYPES



ONETIME

Task which are allocated on an ad hoc manner to employees



CHECKLIST

Tasks which has set of items to be completed



WORKFLOW

Tasks which has specific steps & workflows



RECURRING

Task which are recurring in nature can be automated



WORKITEMS

Split into multiple smaller work items



ASSIGN

Assign work item to specific member



DEADLINE

Set deadline for each work item



COMPLETION

Mark completion for each work item



ADHOC / ONE-TIME
ACTIVITIES

Checklist-A



Action-1

Action-2

Action-3

Checklist-B



Action-1

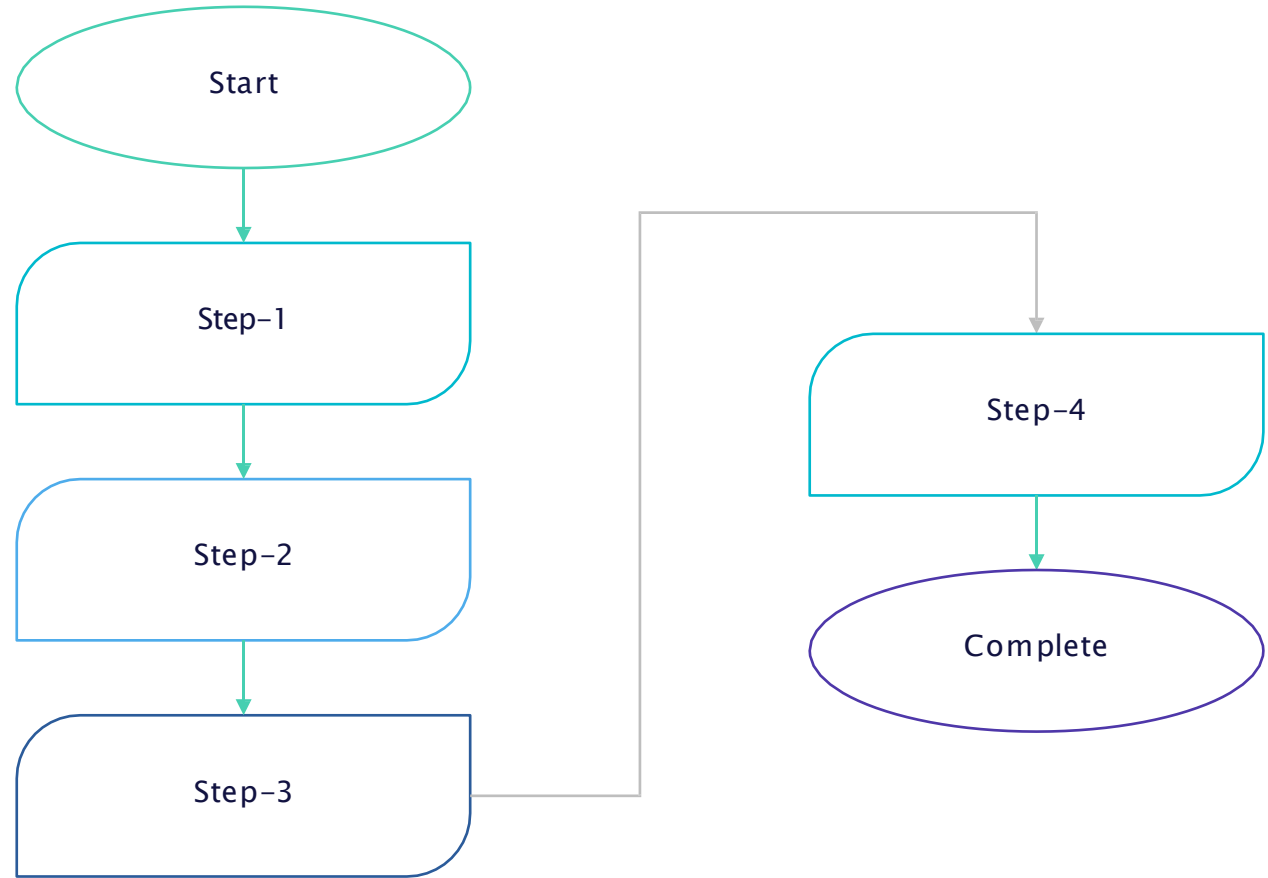
Action-2

Action-3

Action-4

Action-5

CHECKLIST TYPE
ACTIVITIES



WORKFLOW TYPE
ACTIVITIES

WORK AUTOMATION



DAILY

Automate all daily recurring activities



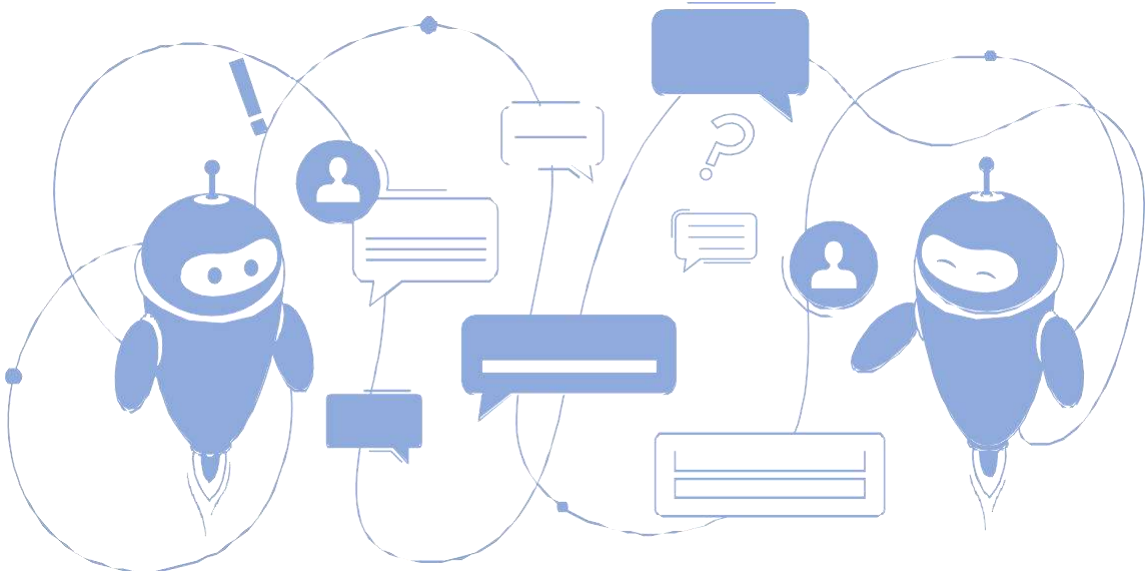
WEEKLY

Automate all weekly recurring activities on a weekday of choice



MONTHLY

Automate all monthly recurring activities on a specific calendar day



Purchase - Level



Purchase Orders

Create PO & its approval process



PO Tracking

Status tracking of each PO



New Products

Collecting new requirements

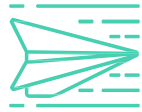


Damages

Damage & its settlement process



PURCHASE ORDERS



NEW PRODUCT

Request from customers
for a new product not
offered by outlet



DIFFERENT BRAND

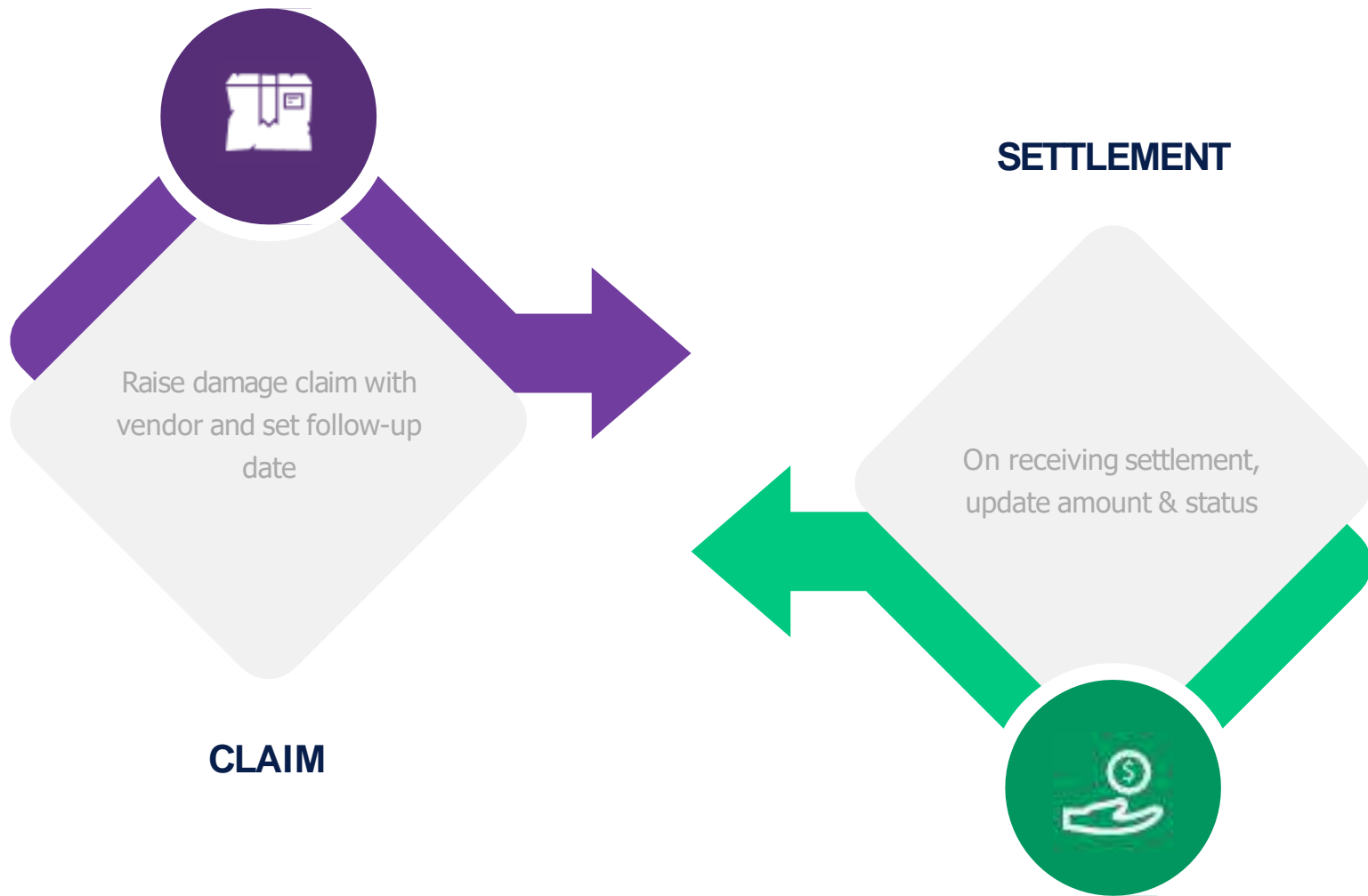
Request from customers
for a different brand of
product



DIFFERENT MODEL

Request from customers
for a different
model/variant

NEW PRODUCT REQUESTS

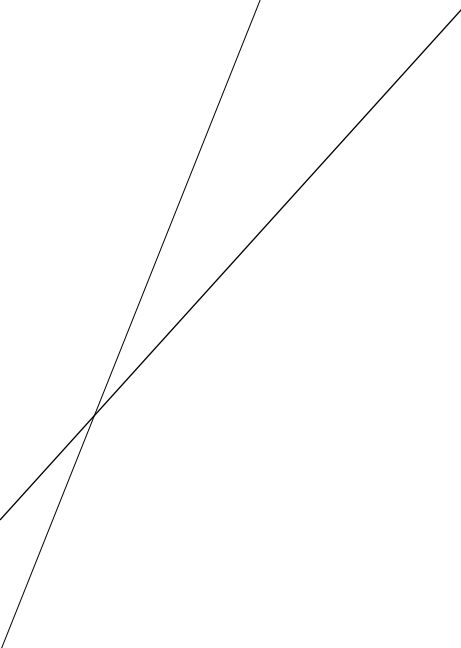


DAMAGE
SETTLEMENT

Zigjo Global

FOR DISTRIBUTION

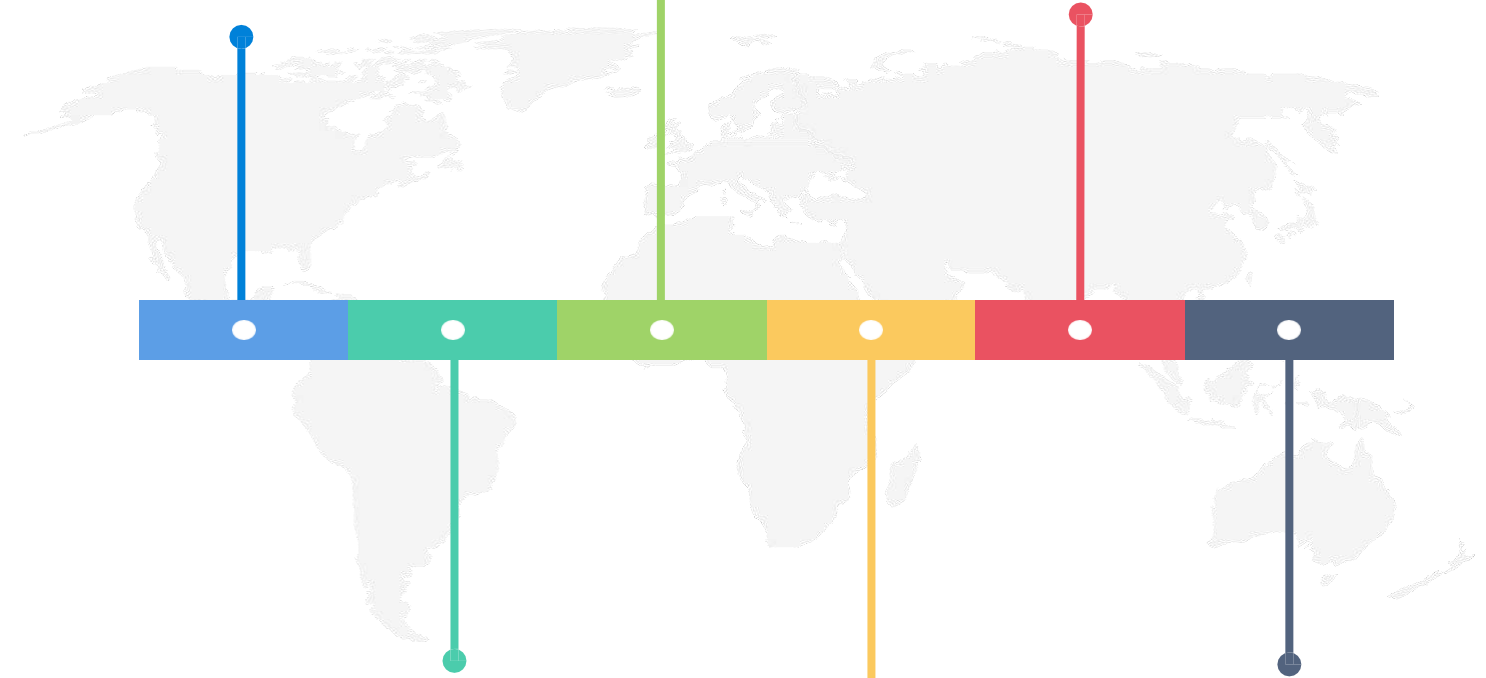




Work
Management

Route
& Orders

Digital
Office



Trip
Tracking

Customer
Inquiries

Mini
HR

ZIGJO
PLATFORM

ROUTES

Multiple routes can be configured based on the nature of business

CUSTOMERS

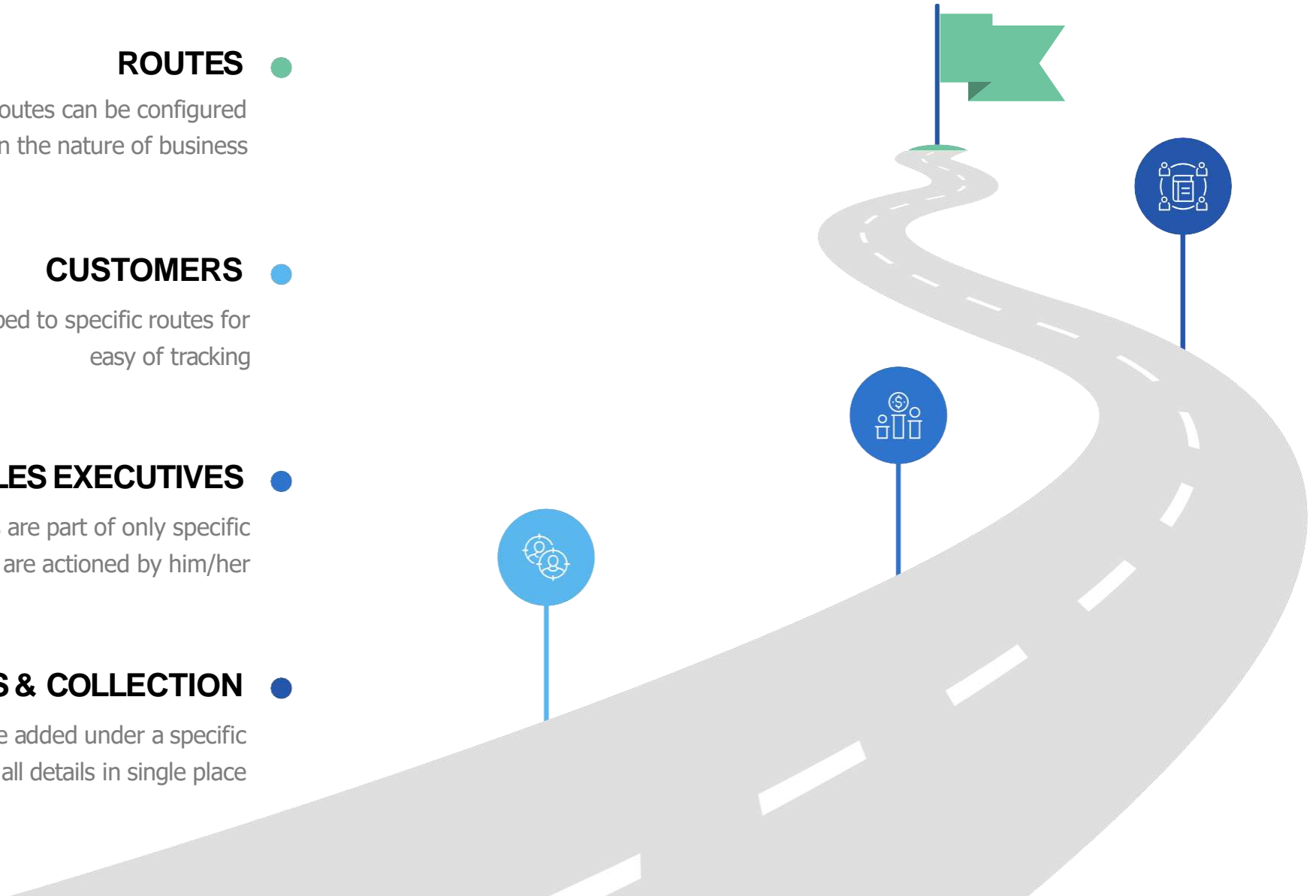
Customer are mapped to specific routes for easy of tracking

SALES EXECUTIVES

Sales executives are part of only specific routes which are actioned by him/her

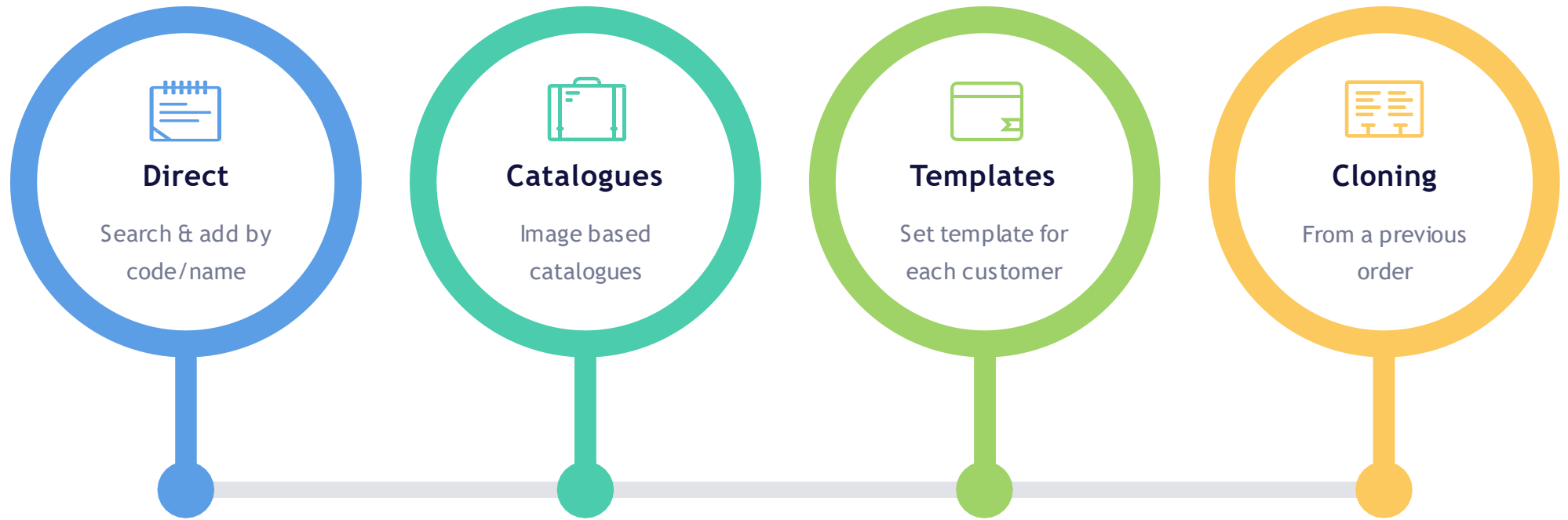
ORDERS & COLLECTION

Orders & Collections are added under a specific customer so as to have all details in single place



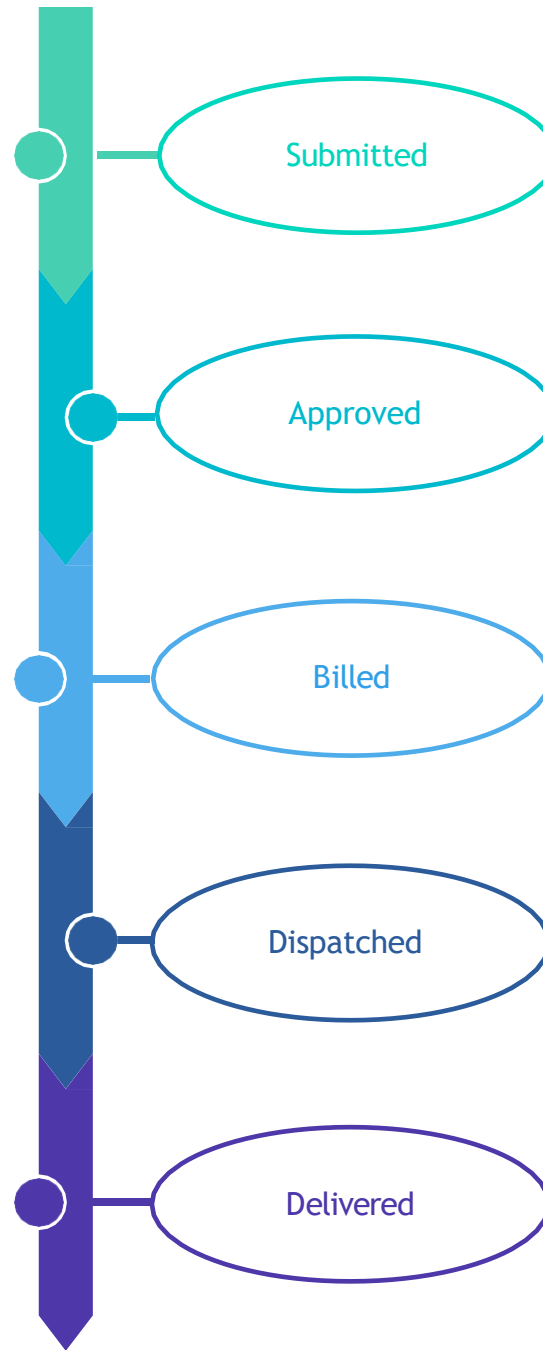
MOBILE + CLOUD
BASED ORDER TAKING





ORDERING MODES

ORDER -
STATUS TRACKING





REMINDER

Set payment reminders for each customer separately



COLLECT

Mark received amount & payment mode



CONFIRM

Confirm receipt of payment at office

COLLECTION +
FOLLOW-UP REMINDERS



D

DATE-WISE

Orders taken within specific date range

S

STATUS-WISE

View based on specific order status

R

ROUTE- WISE

View orders based on specific route

E

EMPLOYEE

To measure employee performance

I

ITEM- WISE

View item wise demand from orders taken

C

COLLECTION

View collection amount and by type

REPORTS

SALES EXECUTIVES
TRAVEL & TRIPS



Trip Tracking



Check-in / Checkouts



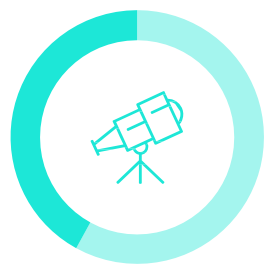
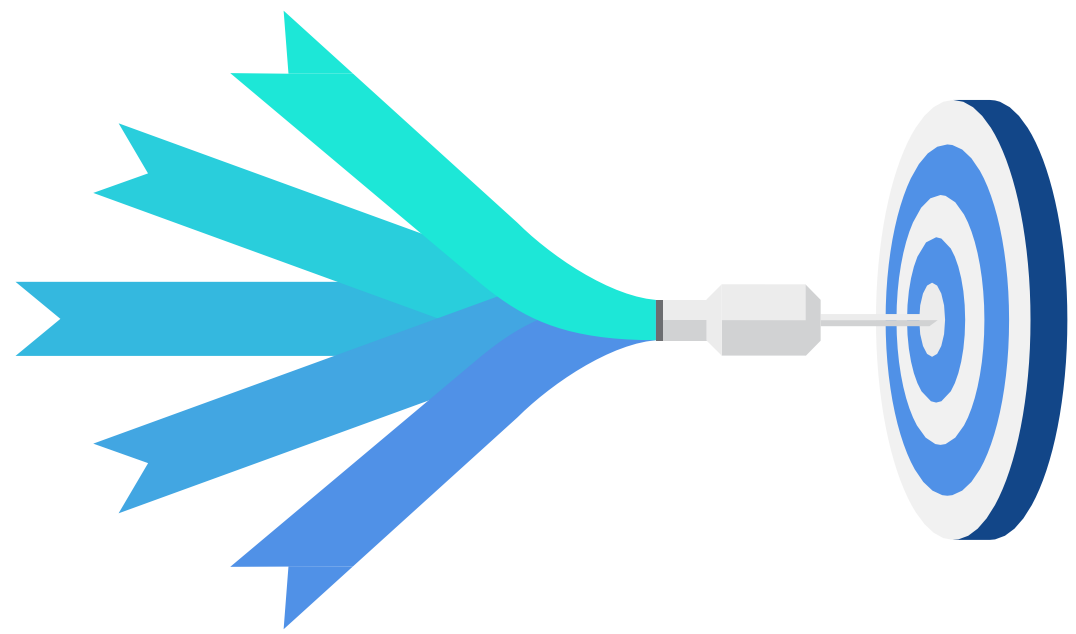
Rate card



Trip reports + map



EMPLOYEE ATTENDANCE & LEAVES



56%



61%

TARGET SETTING & PROGRESS

SALES
Sales carried out by the
employee for the
business day



DELIVERY
Number of deliveries
managed by the
employee for the day



CUSTOMERS
Number of customers
handled by the employee
for the day



PROFILE SHARES
Number of profiles
shared by employee for
the day



DAY REPORTS



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**AI Based Data Driven Platform
Can be Used on Both IOS,
Android & Web Also.**