



An integrated digital platform empowering frontline workers and management with full transparency and confidence into the operations and maintenance of high-footfall, high-risk and high-output venues and facilities.

Over-C enables executives to make real-time decisions in the areas of **cost control, compliance** and the **customer experience** whether in stadia, retail, transport, manufacturing, logistics or healthcare. It gives operational leaders complete confidence that their venues and facilities are able to deliver a clean, safe, secure and service-rich experience.

Over-C has well-established processes for implementation, ensuring straightforward and risk-free deployment: and it is delivered on a Software-as-a-Service (SaaS) basis to minimise IT integration issues.

Cost Control

Over-C reduces costs – or enhances value for money – by enabling facility leaders to make smarter decisions about how best to deploy frontline resources: enabling the creation, adjustment and enforcement of SLAs or KPIs that accelerate operational efficiencies and enhance performance. It also eliminates the time (and cost) of manual, paper-based recording and reporting.

Compliance

Over-C deploys sensors around a venue or facility, triggering tasks and workflows at exactly the right time and place, providing certainty that frontline tasks are carried out in accordance with regulatory requirements. A photograph or video can be uploaded to create a complete, auditable and time-stamped digital record of all activity which is monitored in real-time via a visual dashboard. With Over-C, you can instantly recall records relating to any reported incident and confirm whether negligence was involved – all at the click of a button.

Customer Experience

Over-C gives complete transparency of all activity without overwhelming staff with operational detail: this frees up their time to focus on serving the customer. Any issues or incidents can quickly be flagged and addressed – the platform can even be linked to Twitter hashtags/handles so issues identified by the customers themselves can be resolved as quickly as possible.

Culture and Collaboration

Over-C improves morale of frontline staff by empowering them with technology – making them better able to see the results of their efforts and creating that connective tissue between the worker and the wider organisation. By fostering a happier and more productive workforce, Over-C helps to improve the service levels that contribute to a first-rate customer experience (and minimises the induction and training costs associated with high employee turnover).





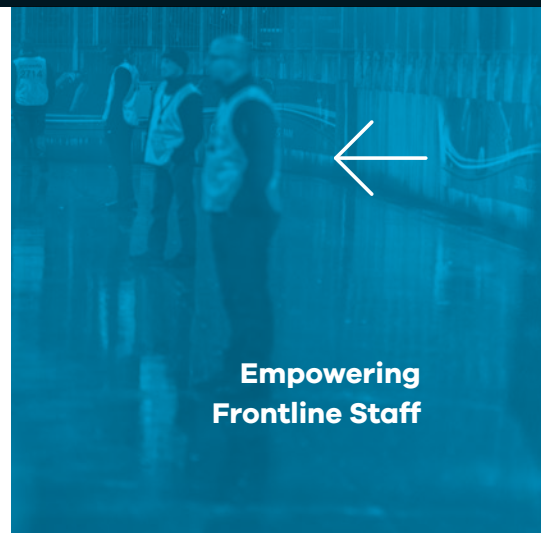
Moving Forward – Not Treading Water

When you're running a large public venue, just keeping all the plates in the air at the same time is a full-time job. So, how do you move beyond just managing 'business as usual'?

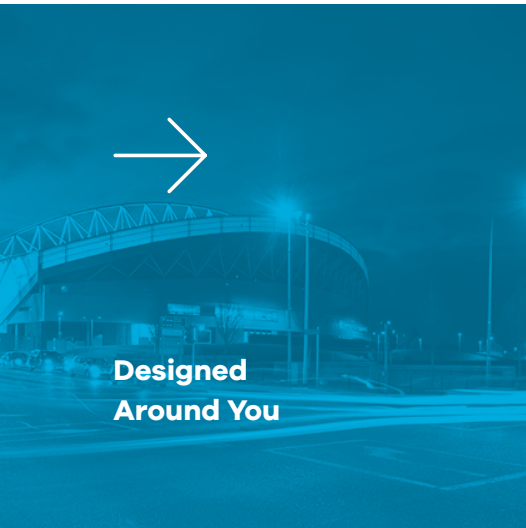
Over-C aggregates all operational data – from multiple different venues – and presents it via a visual dashboard. It reports by exception – alerting you to what isn't going right so you know precisely what it is you need to worry about. Which gives you more time to focus on the bigger picture. And it arms you with the data you need to make smarter decisions about how to improve overall performance – whether that's specific areas that need more frequent attention or the redeployment of resources to meet changes in customer demand.

Frontline staff are the eyes and ears of your business; the ones best placed to notice what's going wrong – whether that's maintenance issues uncovered during a security check or cleaning staff seeing that a fire door is blocked. But all too often, reporting a problem is not worth their while – it will only drag them into a long paper trail or a cumbersome process. And after all, it's not their job.

Over-C makes it easy for all staff to take ownership of the smooth running of your venue. It integrates all frontline workers onto a single platform and reporting an issue can be done in a few seconds via their mobile handset. And they can take satisfaction for their actions by tracking the incident through to resolution. They can even be rewarded for their initiative!



Empowering Frontline Staff



Designed Around You

Every venue is different – the operational pressure points will vary according to the services or events you are providing. That's why every Over-C implementation is different.

We'll take the time to listen to your requirements and to do an exhaustive site survey. We'll design a fully managed solution that gives you complete transparency over the processes that matter to you. And we'll make sure that all the information you need is presented in a way that allows you to make sense of everything that is happening in your venue.