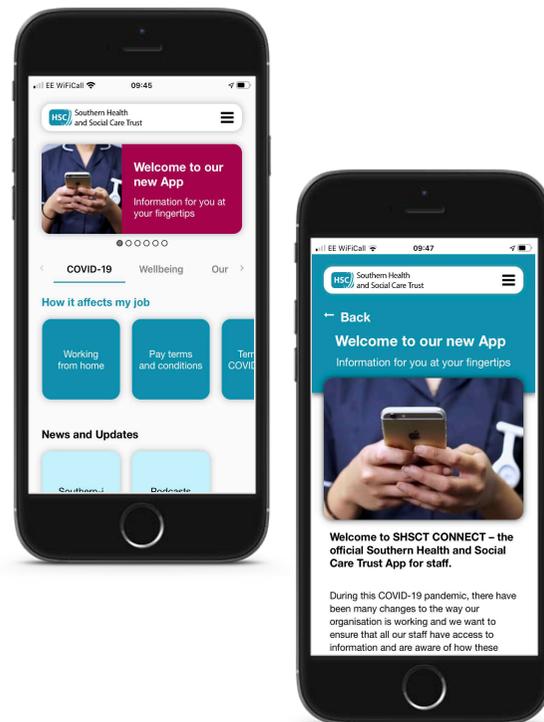# CIVICA

Team Connect App

Getting information to your teams using a dedicated mobile App

Now more than ever, organisations need to rapidly keep staff and other stakeholders up to date with important information changes. Giving teams a central place to go with easily digestible content is key to ensuring staff are well informed and engaged.

With this in mind, Civica have created the Team Connect App to help organisations manage the information they need to share with their teams. Whether they are out in the field with limited access to an office or working from home, staff can view the App anytime so they can be supported and stay informed.

The Civica solution contains a complete set of components including:

- A cloud native (Azure) content management system (CMS) called Umbraco to manage and publish the information with a customer friendly portal for input
- A mobile app for Android and Apple devices available on the App Store and Google Play
- A 3 tier content structure of subjects, topics and articles for customers to populate
- Push notifications and a Q&A chatbot
- Quick and easy to deploy in a matter of weeks.

The App can be customised with an organisation's logo and branding and is totally flexible enabling customers to create and amend content including pictures, documents, tags and external links.

Staff kept up to date with real-time information

Improved support and staff retention

Easy to use and maintain

Key benefits include:

- Staff have easy access to focused, up to date advice and guidance when they need it. This is particularly important during the current covid-19 pandemic or any future event or crisis
- Using the chatbot functionality users can get immediate answers to their questions 24/7 and organisations can see at a glance the information being requested and refine content accordingly
- Teams feel supported and better informed, improving retention and well-being as well as attracting new staff
- Information can be easily and instantly pushed out to all ensuring accurate and real-time content is shared with everyone.

Southern Health & Social Care Trust wanted to find a way of communicating effectively to their 13,000 staff including temporary, contract and agency staff who had limited or no access to corporate systems. Working in partnership with Civica they created their CONNECT App which provides staff with the latest information on covid-19 as well as access to other important staff resources.

So how are Southern Health & Social Care Trust using the App?

By providing their 13,000 staff with the latest information on covid-19 as well as access to other important staff resources

App Content

Content is structured into sections covering:

- Latest news and announcements
- Covid-19 advice and guidance including latest news and updates, how it affects jobs, health advice, service changes and important contact information
- Staff wellbeing information on occupational health and links to the Umatter initiative supporting staff to live and work well
- Trust information on their values, SMT and organisation charts
- Staff benefits including pay, discounts, working arrangements, recognition and appreciation
- Newsletters, podcasts, blogs and links to other social platforms.

The content is fully dynamic and can be updated by the Trust in real time using the content management system enabling them to amend information as and when required.

Q&A Chatbot

Staff are able to ask questions using the chatbot. As well as giving answers this provides greater insight on the type of questions being asked which enables the Trust to improve the content of the chatbot and the App to help shape the service they're providing.
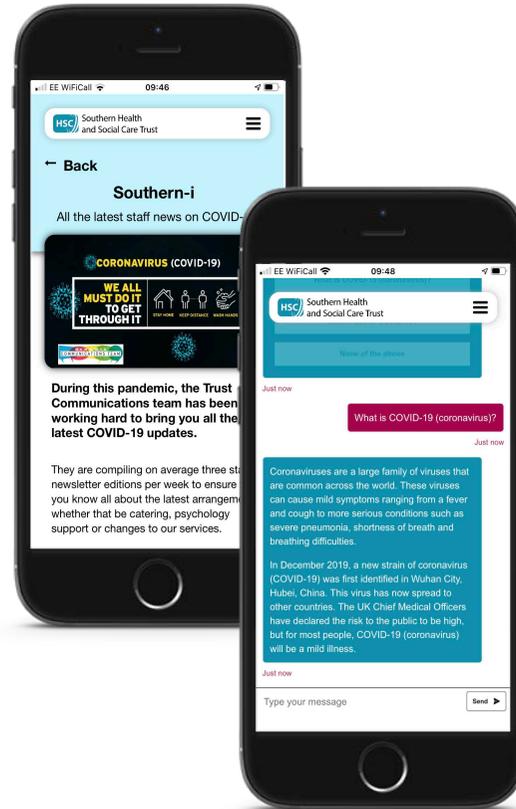
Push Notifications

Using the push notification service, the Trust can send important updates to all staff without the need for the App to be running. These are short focused messages and can advise on recent changes, new information or action required.

Benefits include:

- App created in just 2 weeks enabling the Trust to react quickly to the covid-19 pandemic

- Enables consistent and timely contact with all staff including temporary or contract who are not on their corporate email systems

- Provides information in a simple, easy to access way in their preferred format on both corporate and personal devices

- Supports staff so they have the information they need leading to improved retention and well-being

- Accurate and real time information can be rapidly pushed out to all ensuring it is instantly available to everyone

- Helps reduce the number of calls to busy help lines.