

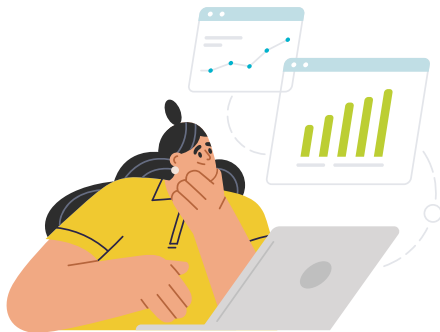
Why Work-Relay?

Unleash the Power of Salesforce for Faster Order Fulfillment

Work-Relay gives you everything you need to efficiently manage your end-to-end order fulfillment projects so you can reduce time to money.

There is no need to learn new tools to build what you need: Work-Relay provides all the functionality to manage the fulfillment of orders – **out-the-box**.

For companies installing software or hardware (like fiber optics), provisioning services (like clinical trials), or manufacturing customized products (like rugs) – or even internal fulfillment projects (like Design-to-Print) – **Work-Relay has you covered.**



An End-to-End Fulfillment Solution

Manage every phase of the order cycle. From initial orders to installation and post-installation service, Work-Relay has you covered.

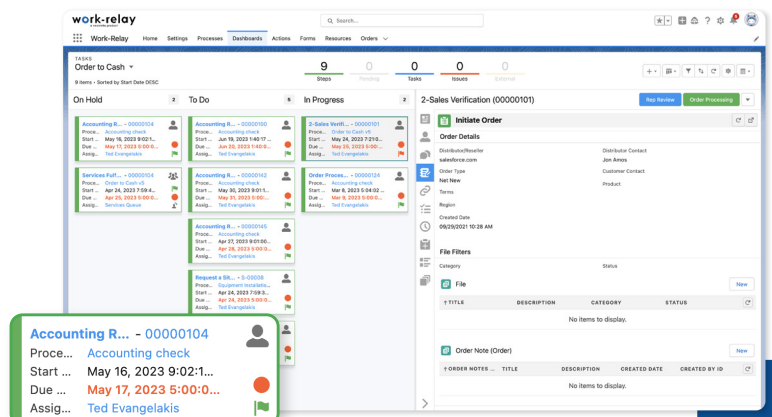
Unify Everything

- ▶ **Say goodbye to juggling multiple apps.** Bring your team, tools, and data together in one central hub. Integrate your favorite tools and keep everything synced.
- ▶ **Seamless coordination:** Merge your order, inventory, and client management systems. With integrated communication tools, keep your teams connected and informed every step of the way.
- ▶ **Centralize Your Projects:** Managing your work in a single location gives you the visibility you need to make smarter decisions and prioritize the right work.

See Everything

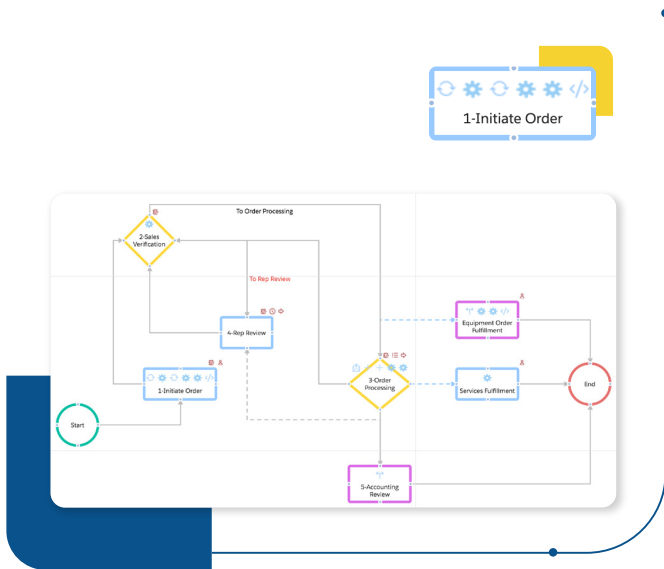
Holistic View: See the full spectrum of tasks, from incoming orders to installation scheduling, all in a centralized dashboard.

Task Prioritization: Easily identify critical tasks or installations, ensuring that urgent work is attended to promptly.



Manage Everything

- ▶ **Transparent Handoffs:** As tasks progress from one department or team to another, transparent handoffs ensure everyone understands their role and responsibilities.
- ▶ **Collaboration Tools:** Integrated communication tools allow different teams, such as sales, technical teams, and customer support, to collaborate seamlessly.
- ▶ **Real-time Updates:** As installation tasks progress, real-time updates ensure that any delays or challenges are immediately communicated across the relevant stakeholders.
- ▶ **Custom Workflows:** Tailor workflows specific to the hardware and software installation processes, ensuring flexibility and efficiency.



Streamline Everything

Standardize: Automate forms, tasks, and workflows so your team can work with increased speed and predictability.

Clear Handoffs: As tasks progress from one team or phase to another, seamless transitions ensure continuity and reduce downtime.

Simplify Complex Processes: Break down your intricate business workflows into easy-to-manage steps. Our intuitive interface allows everyone, from novices to experts, to quickly grasp and streamline their processes.

Allocate Resources

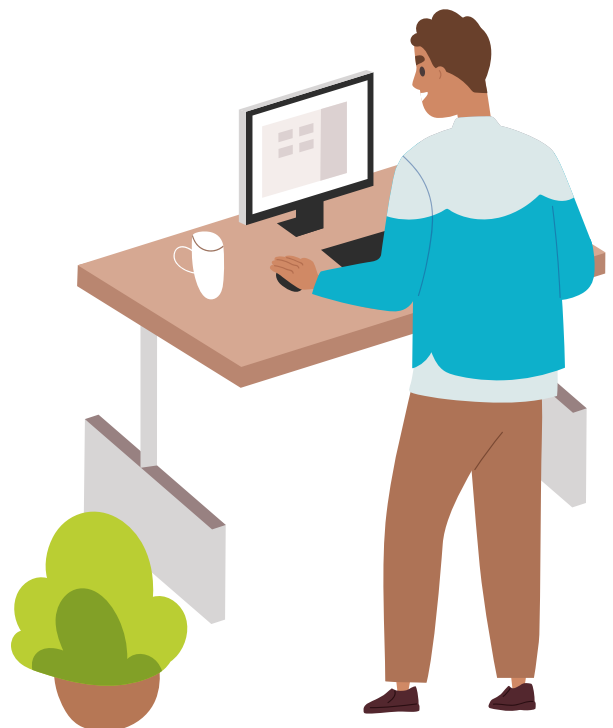
Skill-based Allocation: Ensure that technicians with the right skill sets are assigned to appropriate installation tasks, optimizing for both speed and quality.

Calendar Integration: Sync technicians' availability and schedules to prevent overbooking and streamline the installation timeline.

Communicate with Customers

Status Updates: Proactively inform customers about the status of their installations, from the initial order to the completion of the installation.

Feedback Channels: Allow customers to provide feedback directly, ensuring that any issues or concerns are addressed promptly.

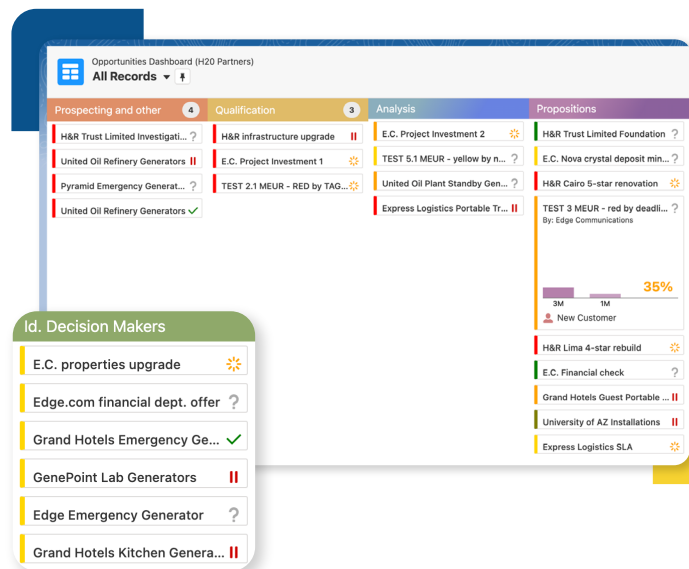


Measure Anything

Gain Insight with Powerful Analytics: Don't just manage your workflows, understand them. Dive deep into process analytics to identify bottlenecks, optimize efficiency, and drive growth.

Track Efficiency: Monitor the speed and effectiveness of task relays and installations to identify bottlenecks or areas of improvement.

Team Performance: Gain insights into individual and team performances, facilitating informed decisions about training or process enhancements.



Integrate Anything

Keep using what you have: While Work-Relay focuses on work coordination, it can integrate with other specialized tools (like inventory management systems) to provide a holistic platform for businesses.

Scale your business

► Whether you're a growing startup or an established enterprise, Work-Relay scales to fit your needs. Seamlessly handle increasing order volumes without compromising on service quality.

► **Flexible & Scalable:** From small businesses to large enterprises, Work-Relay adapts to your needs. Our platform grows with you, ensuring you're always equipped for what's next.



Simplify Provisioning

Automate and expedite your service provisioning, guaranteeing your clients get the services they need, when they need them.

Facilitate Customization

Handle bespoke product orders with ease. Track components, labor, and progress in real-time, ensuring timely and accurate delivery to your customers.

About Neostella

Neostella is a global enterprise software and solutions company that empowers organizations with the technology resources they need to exceed goals and push the boundaries of what is possible. Offerings include Legal Solutions, Work-Relay process and workflow solutions for Salesforce, Robotic Process Automation, and Application Integration. In addition to technology solutions, Neostella provides a wide range of professional services designed to help customers reap maximum ROI from their technology investments. With offices in four countries around the globe, the Neostella team is committed to providing exceptional customer support 24/7.