

COVID-19 Partner Social Collaboration: Keytree - KIT for Key Workers



How did this idea come about? Keytree has a successful products division and one of its leading products is KIT a leading Clienteling and Assisted Selling solution for Retail used in stores across 64 countries in 11 languages. The need for key workers to obtain important supplies such as food and other essentials from supermarkets with as little friction as possible quickly became clear as the current lockdown and social distancing policies developed and were enforced which naturally made the process more difficult. Keytree quickly identified KIT as a solution that could help immediately.

About Partner

- Global



Employees
300+

HQ
London

Founded
2006

Key Industries

- Retail
- Professional Services
- CPG
- ENR
- Automotive
- Financial Services

Value Proposition

- An easy-to-use Clienteling solution that can be used to directly connect local supermarkets with key workers
- Can be implemented on a store-by-store basis enabling individual personnel from supermarkets to provide a personal service
- Key workers can provide lists of needed items directly to the store who can either bag them for collection or arrange drop off
- Flexible scheduling of pick-up

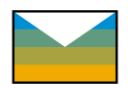
Key Worker Benefits

- Key workers can access supermarket supplies quickly and easily saving time and energy
- Key workers can schedule a time that works for them to visit the supermarket and avoid waiting/queuing times
- Store Associates and shop assistants can maintain a personal touch with important customers such as key workers

Overview

- This is more than online ordering, as the Sales Associate actively engages with the Key Worker to help them with all aspects of their:
 - Ordering (including product substitutions, product reservations, single-line text messages to amend orders, etc)
 - Flexible scheduling of pick-up

Architecture



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COVID-19 Partner Social Collaboration: Keytree - Driver Delivery App



How did this idea come about? Brakes Group is one of the leading food service companies in the UK supplying food, drinks and catering products to a wide variety of out-of-home food providers. The logistics that support the delivery of goods to over 100,000 customer sites across the UK are a vital ingredient to the success of Brakes. When Brakes made the decision to upgrade existing delivery systems, improve driver delivery performance and also replace paper-based processes it retained Keytree to build the Driver Delivery App to address these business challenges.

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Value Proposition

- The movement of goods is increasingly important for consumers adapting to new ways of living, businesses either increasing delivery capacity or adopting new channels to survive, and employees having to risk their health to earn a wage
- The app ensures an efficient, cost-optimised, and most importantly, a safe process for the driver
- By combining route optimisation functionality with EHS guidelines, this app helps organisations ensure customers have a positive experience whilst staff

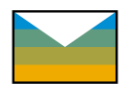
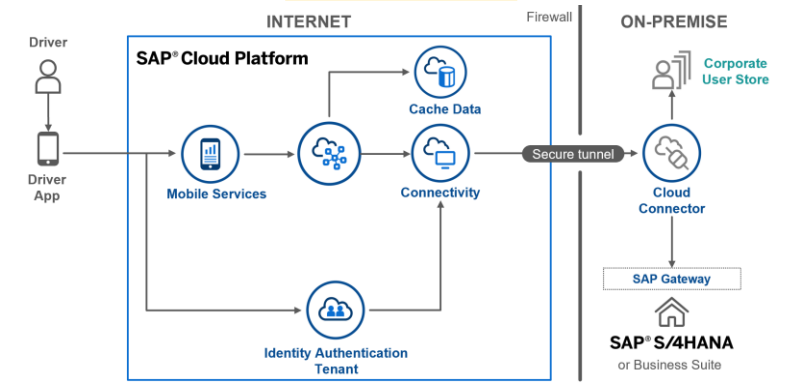
Key Worker Benefits

- Protects the health of delivery drivers while allowing them to remain productive and efficient
- Assists in optimising and managing workload of drivers
- NHS front-line staff can receive orders in the time slots that fit their working patterns

Overview

- SAP Tech Used:
- SAP Cloud Platform
 - SAP Cloud Platform Mobile Services
 - SAP Transportation Management
 - SAP Qualtrics EmployeeXM EmployeePulse
 - SAP Environment, Health, and Safety Management

Architecture



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COVID-19 Partner Social Collaboration: Keytree - Matrix Booking



How did this idea come about? Keytree has a successful products division and one of its leading products is Matrix Booking a cloud based workplace management and resource booking solution used to book meeting rooms, desks and more in over 100 organisations across the world. With considerable strain on the NHS and the front line staff working in hospitals and care homes, catering for new and scaled requirements is vital in order to make the lives of key workers easier. Due to these fast-moving requirements on front line key workers and other NHS resources, effective, user friendly process management is required.

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Value Proposition

- A flexible, easy to use, workplace management and resource booking tool which can be adapted quickly to enable the booking of short term temporary accommodation for key workers employed at new locations or those self-isolating from families to protect their families, patients and themselves.

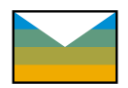
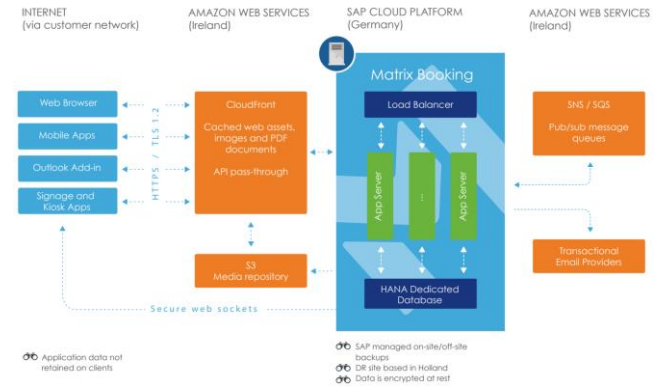
Key Worker Benefits

- Provides an easy to use mobile app downloadable on Google Play and App Store enabling key workers to locate available accommodation close to where they are based
- Allows key workers to isolate from families in easy to access temporary accommodation, keeping their families safe and reducing chances of transmitting the virus

Overview

- The booking of short term temporary accommodation for staff working at new locations or those self-isolating from families is crucial to the lives of many.
- Matrix Booking, already the leading UK public sector resource booking system, can be adapted rapidly to support these requirements

Architecture



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How did this idea come about? As part of its charitable activity, several years ago Keytree teamed with London based food poverty charity Plan Zheroes to build an online platform where businesses with surplus food can alert nearby charities who are registered with the service. These charities can then access the surplus food and get it to those who need it quickly. The technology and infrastructure created by Keytree allows organisations to view availability of food and instantly claim what is on offer. Users can access the platform on the move and keep up to date with developments within this web-based community.

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Value Proposition

- The solution tackles the huge problems of unnecessary food waste and food poverty, allows organisations with excess food to get it to those that need it most quickly and can be used to get much needed supplies to key workers.

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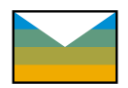
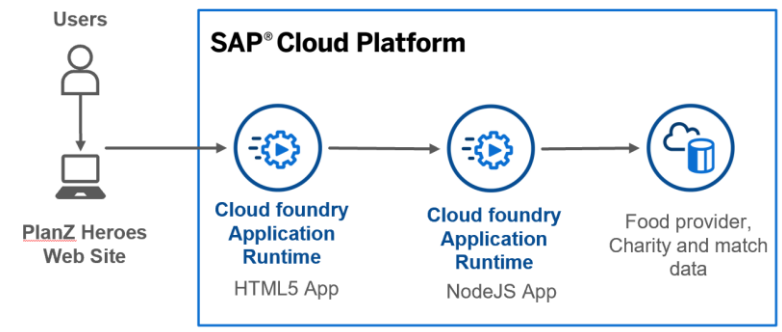
Key Worker Benefits

- Allows organisations to share much needed resources with the vulnerable
- Supports supplying key workers with food and other much needed essentials quickly and directly

Overview

- As the lockdown in the UK and globally developed, combined with an increasing number of people struggling to access the supplies they needed for a multitude of reasons it was clear to the team at Keytree that this platform could be broadened out to help those families who need support, as well as delivering food to front line staff working on COVID wards.

Architecture



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