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RMS Team Life During Covid

- By Karen Dyke

If someone said to be me back in March 2020 that we would still be in lockdown a year later, I wouldn't have believed them - but here we are, and what a year it has been!

For RMS, in some ways it has been business as usual. We have been blessed to be able to continue operations 100% albeit with the majority of us working remotely.

We have supported our customers during this uncertain and challenging period - some have been struggling with minimal trade and others have witnessed a business explosion - each has required different support from RMS, and we have risen to the task with grit and determination.

The majority of our team has managed to avoid too much interaction with COVID itself and we have remained healthy and strong throughout.

During this time, our Metro team has been focusing on product developments across the whole of the Metro platform. We have reacted to ever-shifting changes in priorities as we all experienced the implications COVID 19 had on our business.

Personally, I understood early on that the need to engage with remote employees was going to be of paramount importance, along with the need for so many different styles of communication.

Our beating heart - Unified Comms - has been at the front and centre of our day-to-day communications and engagement, and one personal benefit for me personally is that I am no longer quite so camera shy!

Our many company updates and briefings were undertaken using video. We had daily 'How are you doing?' team calls from day one of lockdown to ensure the team remained connected and have seen a significant amount of increased traffic from all RMS team members sharing news, updates, and announcements through our own platform.

The team are poised ready for normal life and looking forward to hearing your feedback on some incredible developments in the product suite - like everyone, we are looking forward to having the opportunity to shop, have a beer, socialise and engage outside of a 'box' soon - until then, keep safe and well!



Marketing Metro

-By Rob Morgan

The RMS team are always asking, 'what does this marketing stuff all mean?'

For a business that operates in the Retail and Hospitality Marketplace, Covid could have been an absolute nightmare from March last year - it meant that as a business, RMS needed to change as quickly as the world around and tread a fine line between marketing for new business, but also communicating with customers our desire to help and support them through these challenging times. Our initial reaction was to be there for all our Customers, from a service, support, and commercial basis.

In the Marketing and New Business team, we had some tough calls to make - could or should we actively market to our primary marketplaces, or should we look to help other businesses that were still open for business as usual, but with most of their teams 'working from home'? Undeniably, as we look back today, it would have been insensitive to carry on shouting about how we have the best Comms and Engagement platform [in the world!] even if they did all need it now!

There is no doubt that lockdown brought with it many new challenges and required new communication and engagement strategies. Especially for those companies who found themselves suddenly working remotely – business leaders, line managers, peers and colleagues all needed to find different ways to put their arms around their employees.

For me personally, engaging with new customers, understanding their needs, and really understanding the impact Metro has had on their business is key to me enabling other new RMS customers to come on board - Knowing what is just round the corner from the RMS development team gives me huge scope to reach new client opportunities and bring them on board also.

Service News

-By Serena Bourne

Hello everyone! I was lucky enough to join the RMS Metro Support team in the middle of lockdown last year. I'm based at the Castle and making the most of the peace and quiet before the rest of the team come back in!

Since joining the RMS family, it has been wonderful to see our reach and range grow, as well as the team expand. It is an absolute pleasure to connect with our customers on a daily basis, and as a team we are all passionate about providing the best customer experience possible in order to help them do business better.



We are also always looking out for the opportunity to develop new customer focused initiatives. I am working on a top-secret project at the moment that I am so excited to reveal in the near future, so watch this space!

There are no silly questions, so if you are ever in doubt please do give Brenden, Kev, Sarah, Lee, Dan, Greg or myself a call – always happy to help!



Latest Development News

-By Steve Searson

In the world of Software Development, technology never stands still. There are always new tools available, patches to apply to circumvent security issues, and better ways to do things. The development team at RMS has been very busy during the past year taking advantage of some of these new technologies and we are very close to launching some exciting new features.

The first of these features is Comments and Reactions. Lots of our customers use sanctioned and unsanctioned social media platforms to keep in touch and react to things that are happening within our Customers' organisations and their stores.

With this in mind, we have developed the ability to allow colleagues to comment and react on Communications and Videos. Content publishers can control which Communications can be commented on or reacted to. We are hoping this will drive Employee Engagement for our Customers and allow feedback on those Communications that need it.

We have also built a reactions dashboard so you can see at a glance what Communications and Videos are hot and what's not.

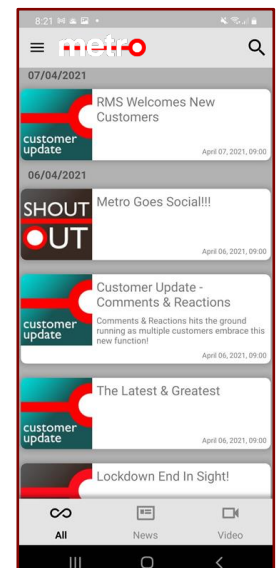
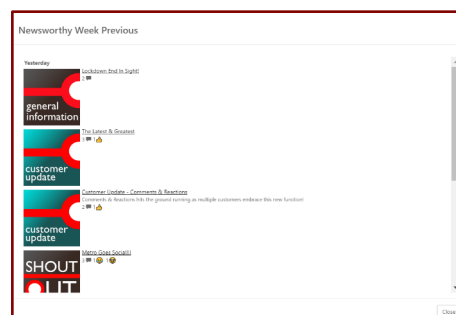
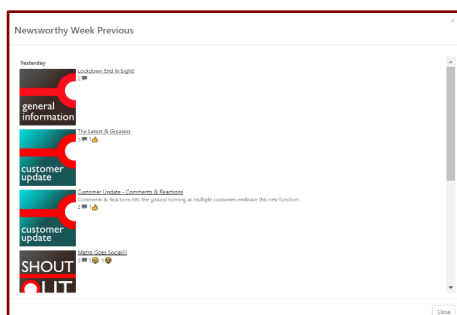
Next up is a new Metro Self Service Mobile App. This offers access to the main features of our Unified Comms platform on the go. The App is intended for use by Store Colleagues who can use it to access Communications and Tasks, be that on the bus heading in to work, during lunch breaks, or even out of work time. The great news is that we've built it to work with the new Comments and Reactions feature within the Unified Comms platform.

Last, but by no means least, is the integration work we have been doing with Office 365 (after all we are based on a Microsoft platform). We are offering the ability to directly interact with Microsoft Office documents from within the Unified Comms platform, so the appropriate Office Tool will open with your content in it, allowing it to be easily created and modified, then directly published out to colleagues.

We have extended our rules and workflow engines for the creation and publication types as we increase our footprint into new business sections, and most importantly Head Office, Call Centre, and E-Commerce environments.

Additionally, we have also created an automated Bot for integration with Microsoft Teams. This allows you to interact with Unified Comms via an automated Bot so you can ask questions to find out for example, any tasks that you need to complete. You can also get a list of News Items or create an incident or accident, all direct from a Teams chat.

As I've already mentioned, there's always things to do, and there's plenty more coming in the pipeline, so stay tuned to find out more!



Product Development

-By Rob Stuart

Despite the many challenges arising during 2020, the madness of our CEO Karen was a reliable constant. We were amidst product developments full on, and (as normal) Karen had several new ideas as to what should come next.

It was left to me to deal with these ideas and kick off multiple development projects at the same time, alongside the whole remote working environment. It was fun and we have learnt a great deal.

I am delighted with the new features that we have been able to release, and the opportunity to meet and talk with many customers directly! Although I might own the development program on a day-to-day basis the direct input I receive from our Customers and prospects keeps me focused on the "why" in addition to the "what".

Much has been delivered, and I'm proud of these latest features: - Image verification enhancements, revised employee survey reporting and question types, routine task completion, the initial stages of Metro Shed (that was branding from the Boss, but for anyone who sees the value in data it's genuinely exciting!), Store Visits offline, and Messaging enhancements to name a few.

We've also made improvements in security, performance, efficiency, deployment processes and technical innovations at the back-end (no one sees these bits, but everyone needs them!).

