PERFORIC _ IVOD – USER MANUAL

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Perforic (botics.co)

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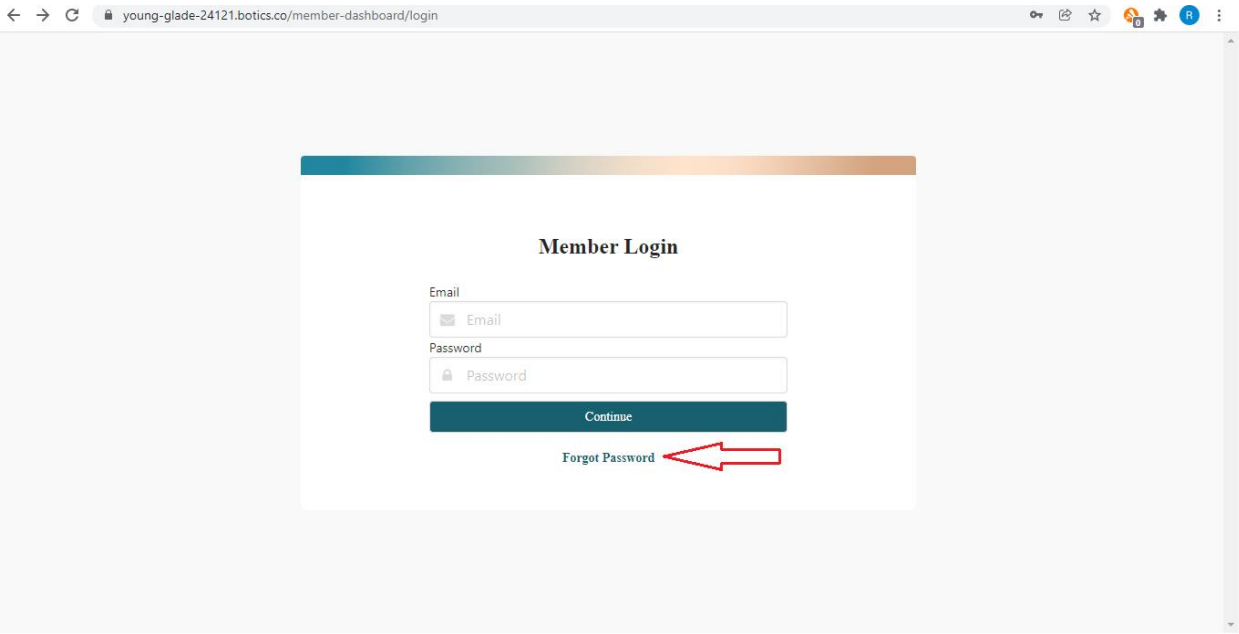
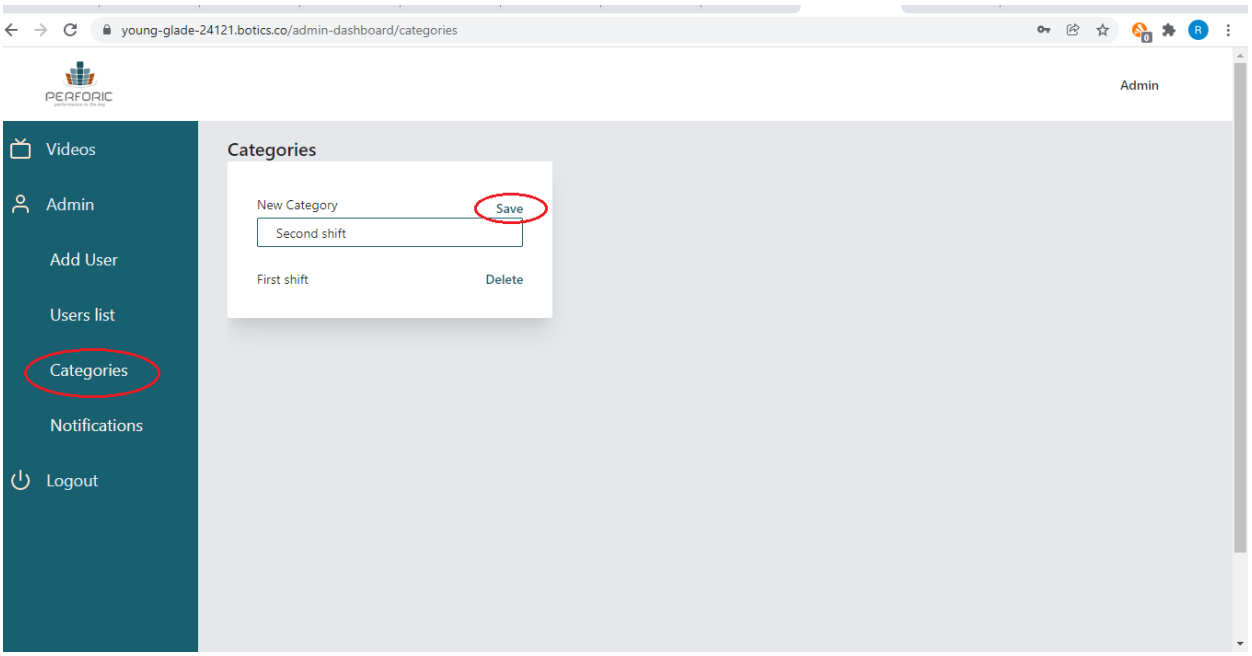
Admin User Creation Flow

The Admin will have been provided credentials by their IVOD contact. If desired, the Admin can reset her password by clicking on the 'Forgot Password' link. The reset password email will go to the registered email for the Admin

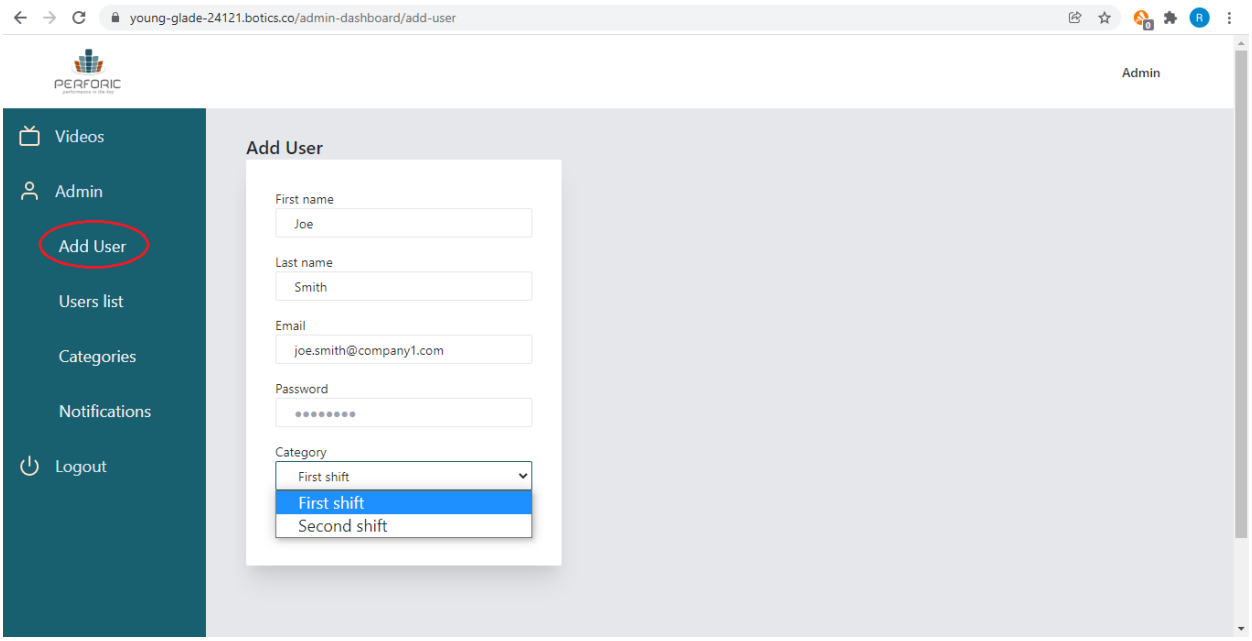
Admin URL: https://young-glade-24121.botics.co/member-dashboard/login



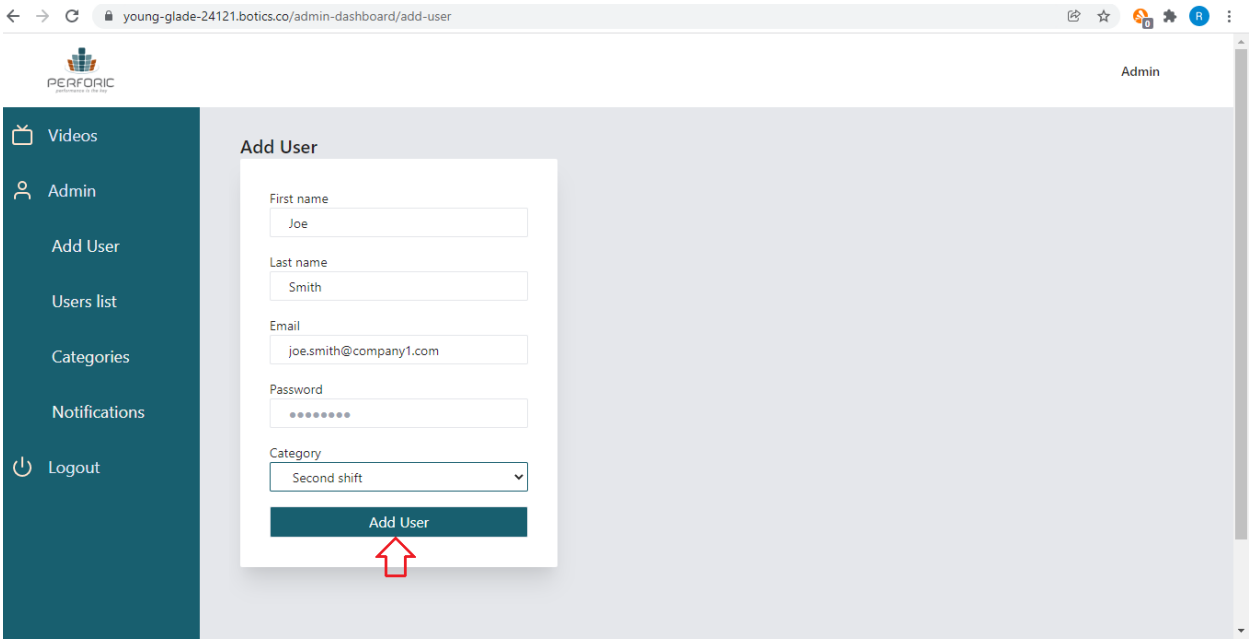
The Admin should first create a category to associate a user with. A category allows users to share content. Users belonging to the same category can view each other's videos. *Note that a new user cannot be created unless at least one category is created first.*



Now the Admin can add users to the system and assign them to a category



Click on Add User



User Recording Flow

https://young-glade-24121.botics.co/member-dashboard/login

The USER (Member) must have an e-mail account that has been added by an Admin to the database. When logging in please use assigned Email address and password.

Forgot Password can be used by a USER to re-set password provided the correct e-mail address is entered and accessible. Password must be at least 8 characters long.

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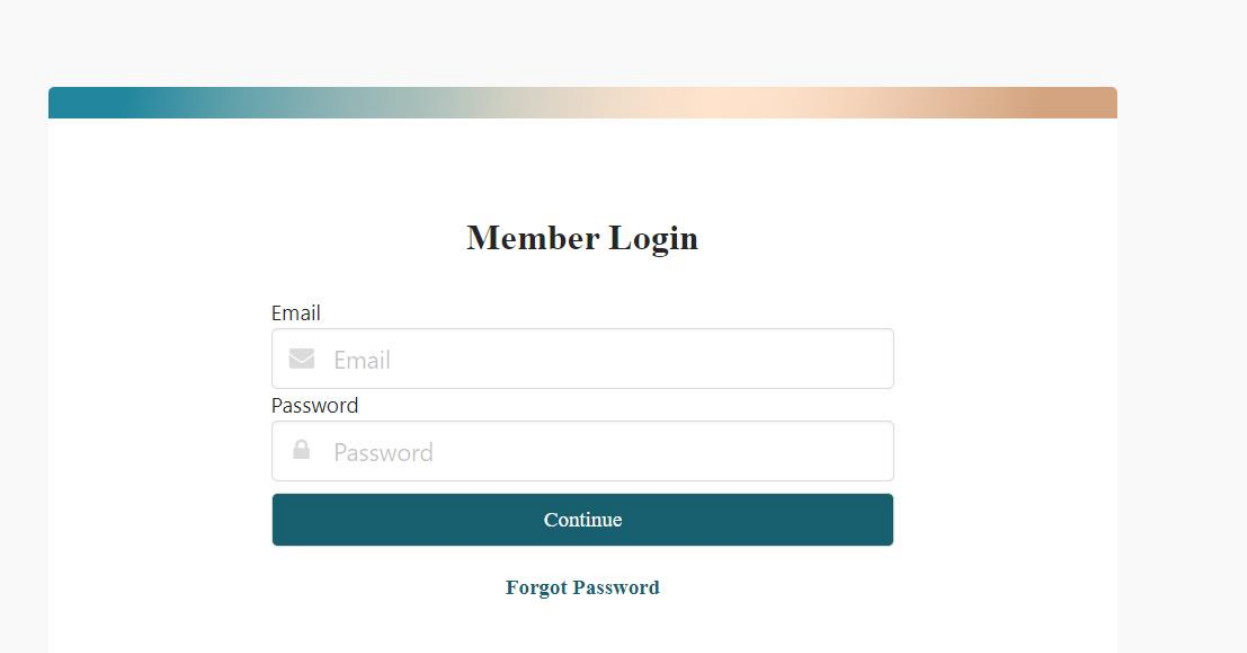
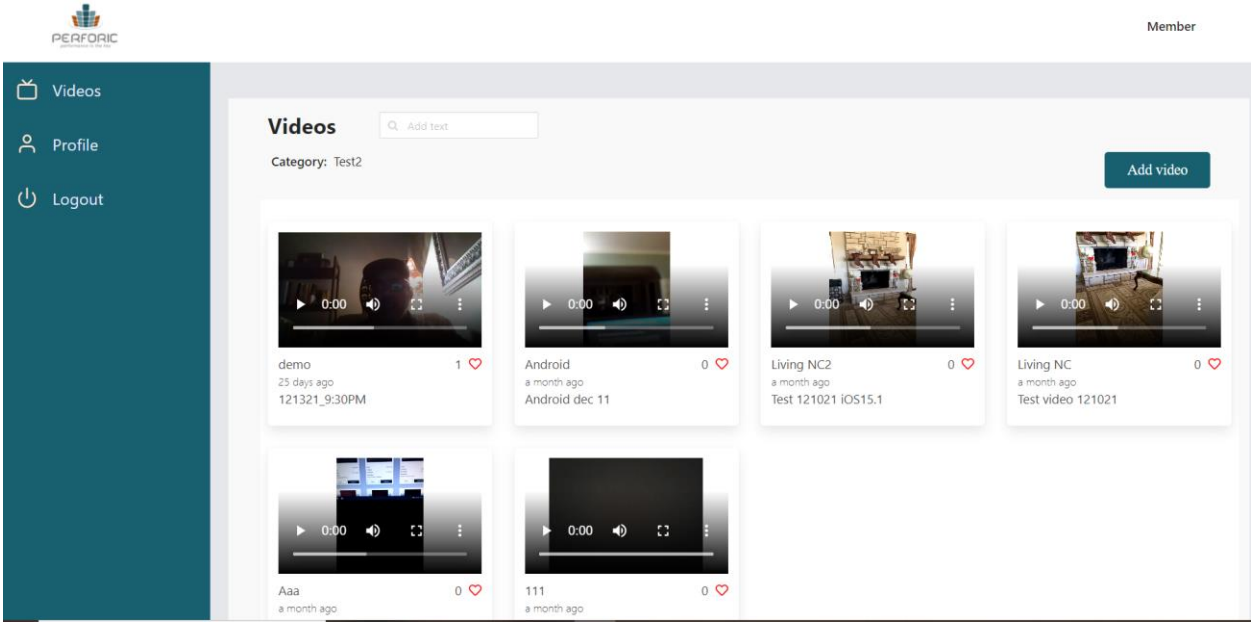
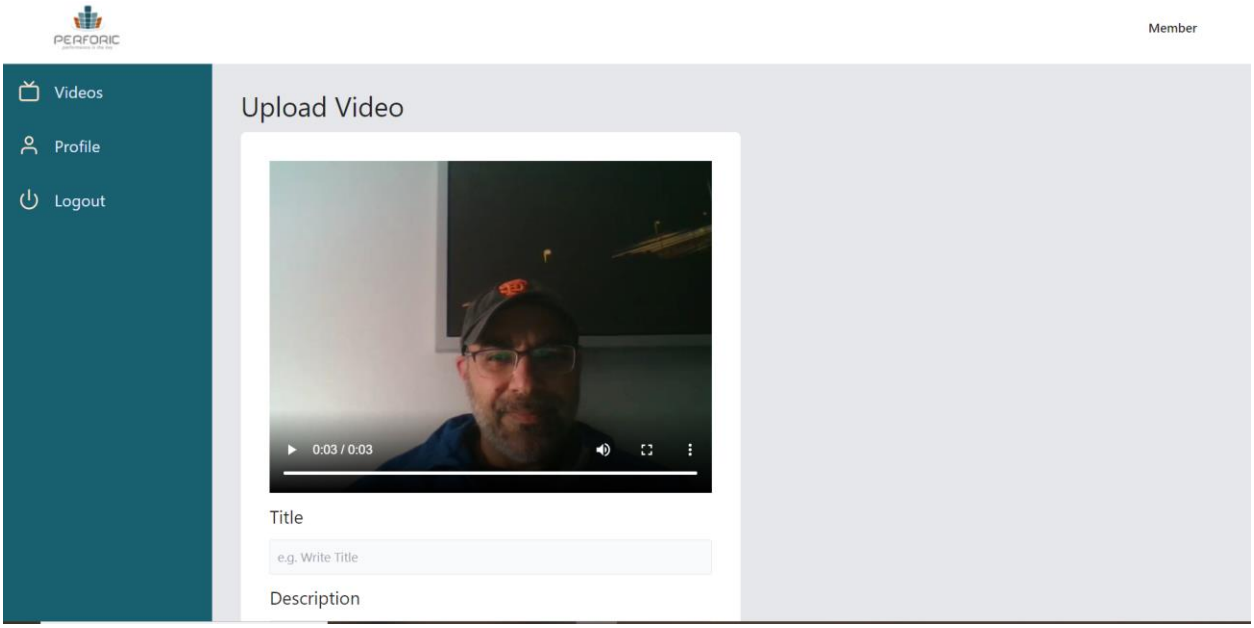
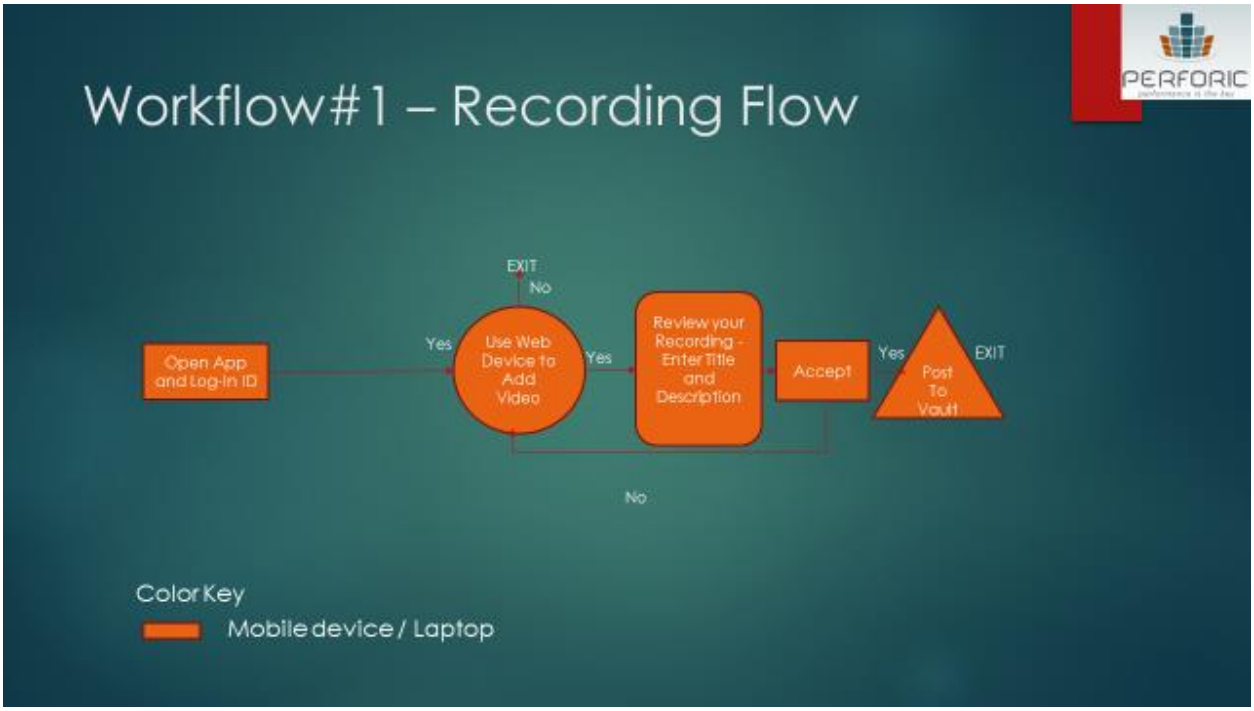




Once logged in, User can click on ‘Add video’ button in top right to start recording. Microphone and camera access on the device needs to be allowed for recording to work. The recording should be kept fairly short (< 3 mins) and to the point.

After recording, the user has the option to either Post or Delete the video. Post will make the video available for a supervisor to approve. Delete will remove the recorded video. During posting, the user can add a title and description. Any useful hints for other viewers can be added to the description section.

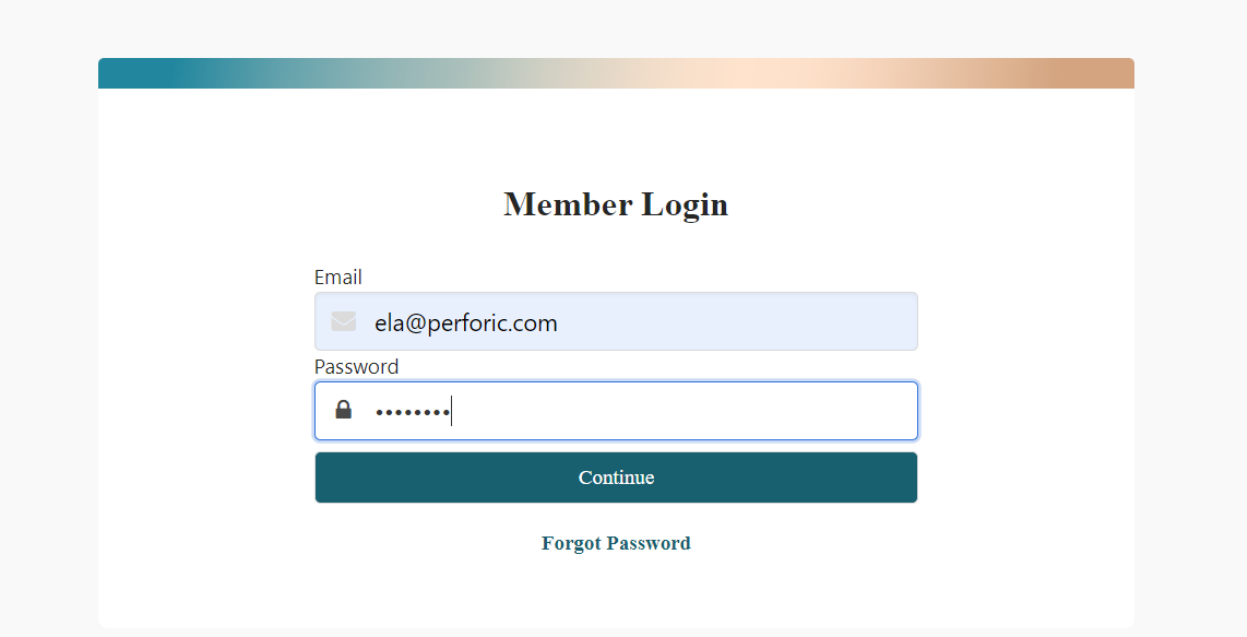




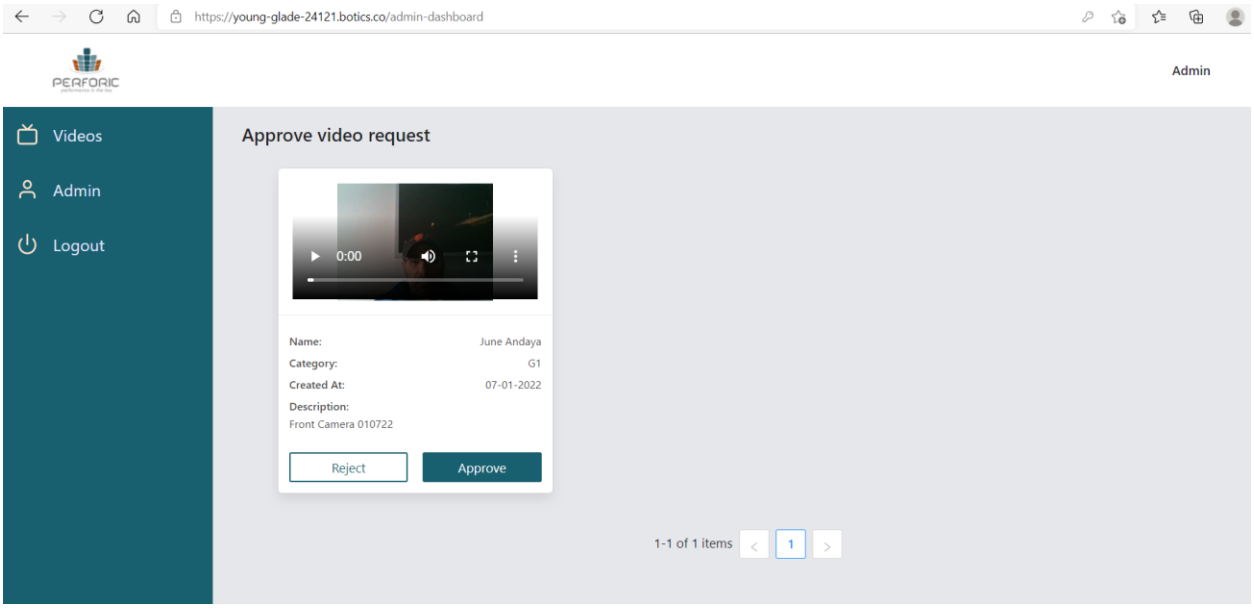
Admin Approval Flow

The USER (Admin) must have an e-mail account that has been set up as part of account creation. When logging in please use assigned Email address and password. The Forgot password feature is available to reset passwords (needs to be at least 8 characters).

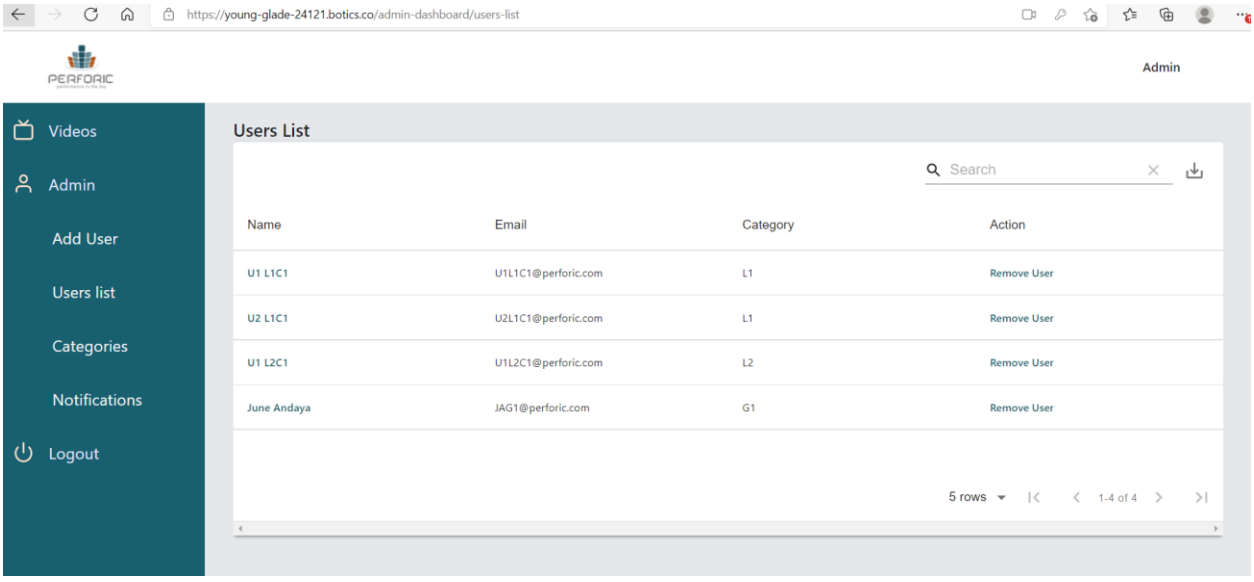
https://young-glade-24121.botics.co/member-dashboard/login

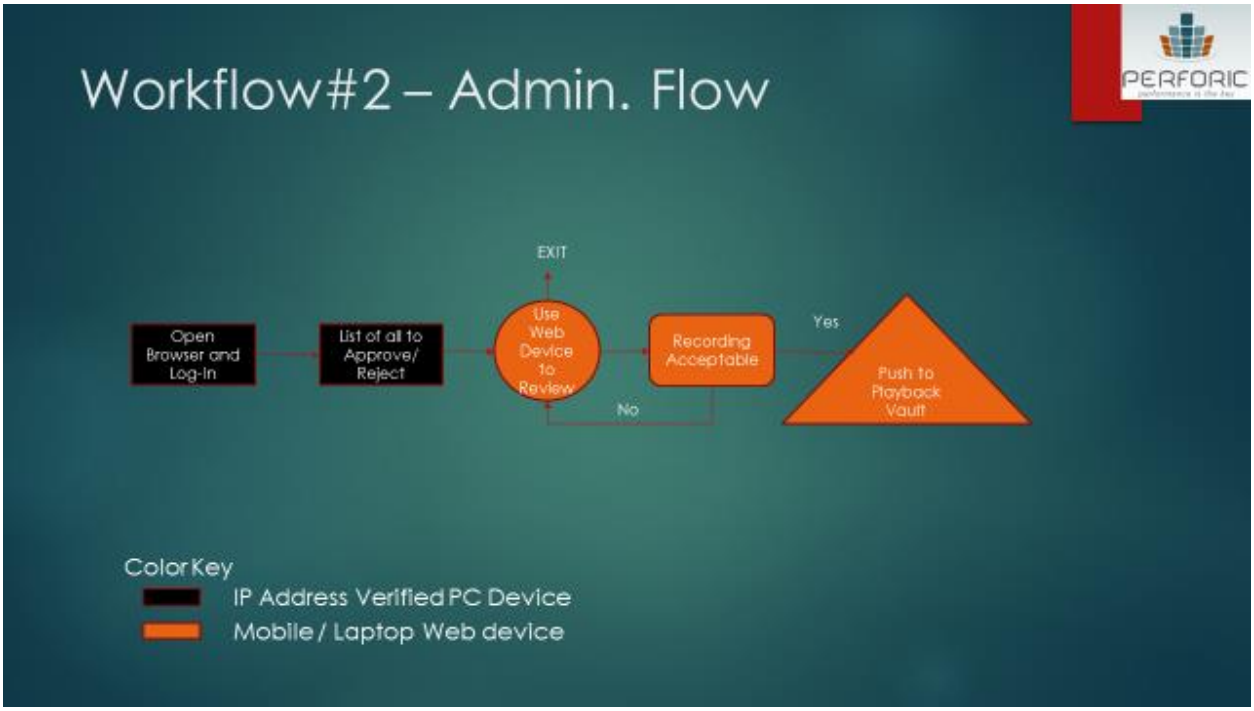


On log-in you will see that you are an Admin based on your credentials (Admin) in the top right (users/non-admins will see 'Member'). You will also see an "Approve video request" provided one of your company users has posted any videos to the Vault. You have the option to review (play) the video and then Approve or Reject.



You as Admin also have the ability to Add User to a specific Category. Note – Category must be in place or new one created prior to an assignment to a User/Member. Each Member can only have a single category assigned to them at this time. All user that share a Category will see all videos approved.

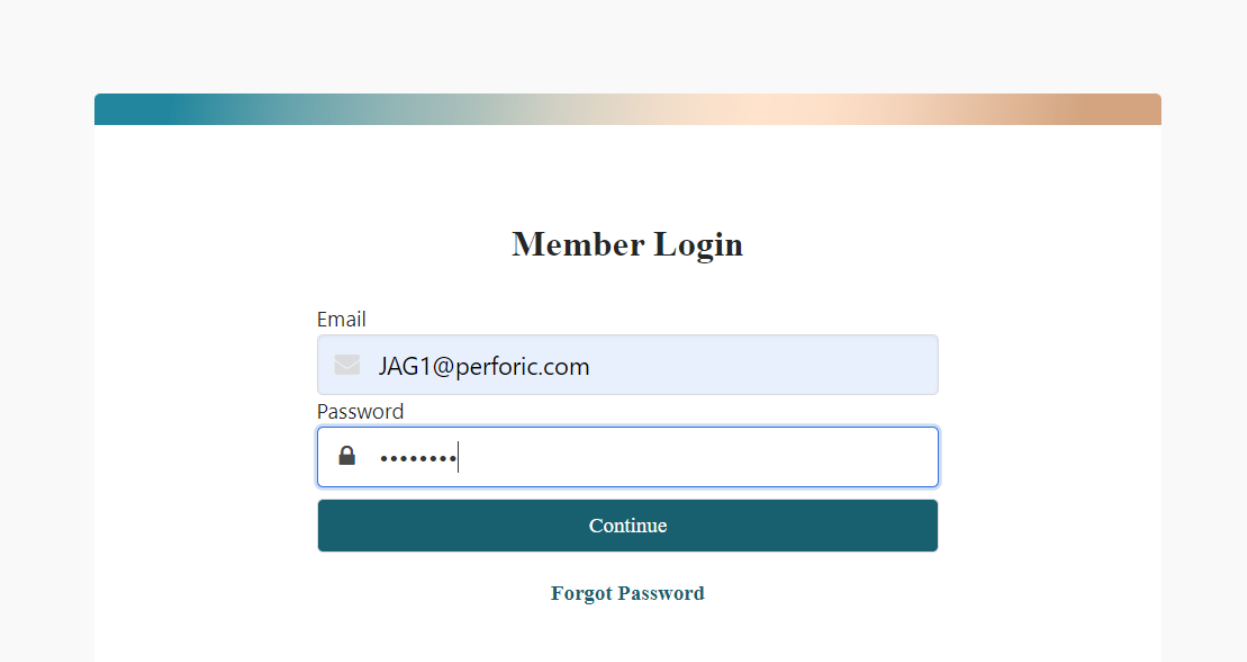




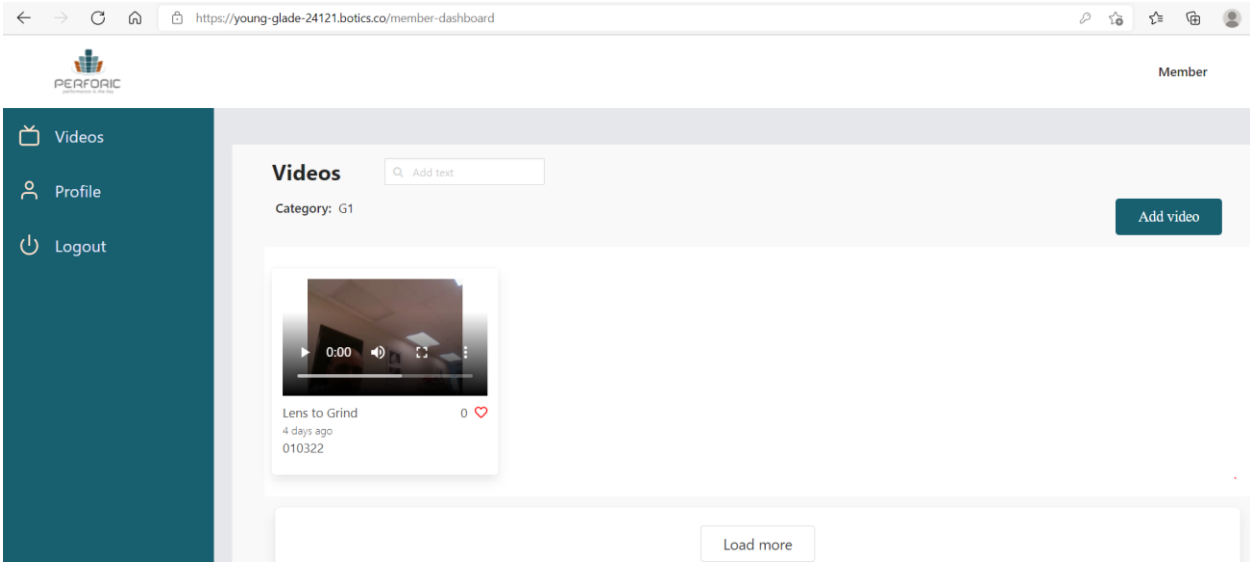
User Playback Flow

The USER (Member) can log-in to check the approved videos by Admin. When logging in please use assigned Email address and password.

https://young-glade-24121.botics.co/member-dashboard/login



All approved videos uploaded by users belonging to the same category are available to all members of that category to view.



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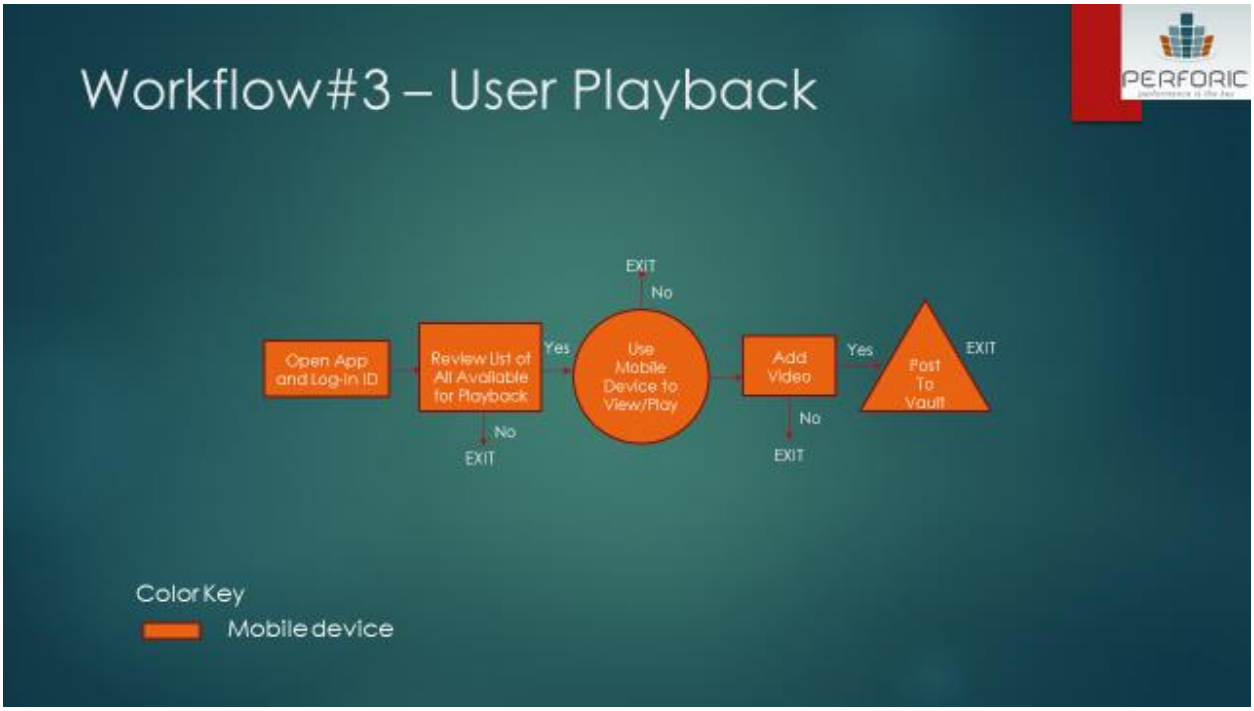

Glossary

User: An employee who belongs to a category

Category: A grouping of employees who share similar tasks. Categories allow for easy knowledge-sharing

Admin: A supervisor who oversees the work of the users

Vault: Secure location for video storage

Workflow: A normal workflow is for a user to record a video, post it for approval by an admin, have the video approved by the admin and then have it be shared among all users who belong to the same category

About Us

We are Industry leaders with extensive global experience in manufacturing, retail, digital and technology helping companies understand how technology can help simplify business processes leading to efficiencies and cost savings. IVOD is a product that has evolved out of this collective experience focusing on: Ease of Use, Security, Content Management and a Global scalable solution.

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Appendix

Case study 1 : Manufacturing Relocation

Problem:

Medical device manufacturer, MDI Inc, is moving its stent manufacturing facility from Daly City, CA to Guatemala City, Guatemala. The timeline is compressed and the challenge is to train workers in the Guatemala City plant for both process and consistency

Personas :

Jill, Plant Manager in Daly City

Rick, Jean, Jorge : Laser cutting experts in Daly City plant

Norma, Marge : Light polymerization experts in Daly City plant

Raoul, Steve : Laser cutting operators in Guatemala City plant

Isabel : Light polymerization operator in Guatemala City plant

Description :

Jill, who is the IVOD Admin at MDI, creates two categories called 'Laser cutting" and "Light polymerization". She assigns Rick, Jean, Jorge, Raoul and Steve to the "Laser cutting" category and Norma, Marge and Isabel to the "Light polymerization" category.

She instructs Rick to take videos of the laser cutting steps and call out any specific details or tips in the text description field in each video. She does the same with Marge for light polymerization. Once the videos are available for Jill to review, she approves the ones that are satisfactory to her and requests re-shoots of the others. Once all the appropriate steps have been documented via video, she requests Raoul, Steve and Isabel in the Guatemala City plant to review the steps.

The team in the Guatemala City plant is thrilled to have a video reference of how the machines work and the ability to view any time needed.

Benefit:

Without IVOD, members of the Daly City plant would have had to travel to Guatemala City to train their counterparts in person. As the Guatemala City members ramped up on the complex processes involved with stent manufacturing, they had a handy video guide any time they had questions and did not need to stop a process to query someone in Daly City.

This is an example of IVOD enabling targeted knowledge sharing.

Case study 2: Automotive Chain

Problem:

NAB Inc is a large chain of repair shops with over 500 locations in 30 states. They have had a spate of complaints about service at a certain set of stores. The complaints have a pattern with repairs involving oxygen sensors and timing belts.

Personas :

Paul : Customer service head at NAB and IVOD Admin

Aaron : Timing belt replacement expert at store 34 which has an excellent reputation

Bill : Mechanic at store 50 known for poor timing belt work

Kate : Oxygen sensor replacement expert at store 28 known for good work

William : Mechanic at store 109 which has received complaints regarding oxygen sensors

Description:

Paul creates two categories in IVOD called “Timing belt” and “Oxygen sensor”. He assigns Aaron and Bill to the former and Kate and William to the latter. He instructs each mechanic to shoot a few videos of their work and call out any special steps in the text instructions section. He approves all videos and has Aaron and Bill review each other’s work via IVOD and the same for Kate and William. It turns out that Bill was using an improper technique for aligning the timing belt which Aaron was able to pinpoint. It also turned out that William was overtightening the oxygen sensor nut which was causing the threads to wear out and cause a check engine light to be triggered, which Kate was able to spot.

Benefit:

This is an example of IVOD being used for root cause analysis as well as training. It helped improve customer satisfaction scores at NAB by shining a light on individual practices and habits.

Case study 3: Property Management

Problem:

PLI manages 50 apartments in the South in both single unit and apartment complex settings. They have been having an issue with damage to their properties discovered once a tenant moves out due to travel restrictions and then being able to prove that the damage was caused by the tenant who just moved out

Personas:

Terry : COO at PLI and IVOD Admin

Description:

Terry creates a category in IVOD for each apartment using the address as the category name (50 categories in all). A new tenant would need to provide an email address and Terry would create an account for that tenant in the appropriate category (based on rental address). He institutes a process where each new tenant, on the day of move in, would need to log into IVOD and do a property "scan". This would involve a video of all the rooms and turning on the water in bathrooms and the kitchen. Terry would review the video and if satisfied would approve it so that it was available to the tenant as well in terms of a moving-in record.

On the day of move out, Terry would request the tenant to do another property "scan" as part of the requirement to be refunded the security deposit. Terry could now compare the condition of the property on move-in and move-out and notice any damages.

Benefit:

Terry is now able to manage his properties with more confidence and can take on properties further afield. IVOD has reduced his need to be at every property during moving-in and move-out. This is an

example of IVOD being used for audit purposes. An added benefit is that its use encourages good behavior in tenants.