



It is critical for every organisation to secure verified, certified, and well-trained workforce for effective workforce planning that is required for delivering seamless outcomes and experience to their customers. With COVID-19 it has become more important than ever to have an integrated and secure Contractor & Supplier Accreditation and Quality management solution.

CHALLENGE

Every enterprise that deals with contractors, technicians, tradies, external and field workforce, not only understands the importance and significance of securing the continuous access to certified and well trained workforce but also of the ability to objectively measure the quality KPI of the various Suppliers, Vendors, Delivery Partners through whom this supply is generally secured from. This is crucial to ensure uninterrupted and seamless services to their customers. Most organisations today are reliant on complex, duplicating, disjointed manual or unscalable, unsecure bespoke systems to manage most aspects of contractor registration, accreditation, and supplier KPI management thus resulting into:

- Poor customer experience
- Higher supply cost, lower return value
- Increased operating costs
- Governance and compliance breaches

SOLUTION

iSCAQ system, built on Appian platform, provides an integrated SaaS (optional managed service) solution covering all aspects of Contractor & Supplier Accreditation & Quality management enabling enterprises with tighter regulatory compliance, real time visibility into available workforce & supplier quality leading to efficient workforce planning required for optimal customer experience.



**Workforce Planning
& Supply**

Uninterrupted



**Reduce Your
OpEx**

***By More Than 50%**



**Customer
Satisfaction**

***Increase To 100%**



**Workforce & Supplier
Quality Measurement**

In Real Time



**Service Quality &
Timely Delivery**

Guaranteed



**Governance &
Compliance**

***100% Automated**

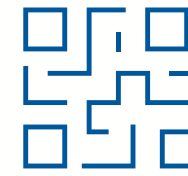


Complete Process Automation



Workforce Registration

Account creation
Authentication by integration or SSO
Approval process of contractor account



Workforce Digital ID

Convenient digital id on your device
Integrate with your ID printers for physical IDs
Integrate with access card and key systems



Workforce Accreditation

Manual certificate & licence verification
AI & Machine Learning verification
Configurable workflows & inductions



Workforce & Supplier Audit

Real time risk compliance registers
Complete log & audit trails
Automated accreditation audits
In-field audit



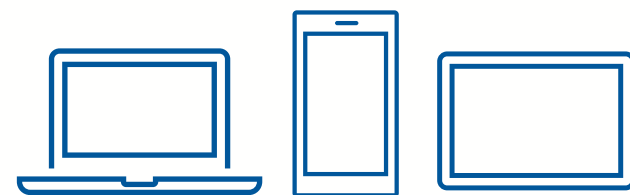
Workforce Enablement

Anytime anywhere induction & training
Easy to use induction module
Integrate with your own learning system

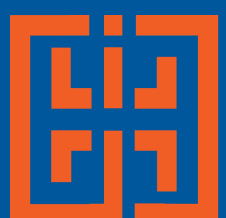


Workforce & Supplier Measure & Improve

Measure & manage your contractor performance
Only award work to accredited & approved workforce
Integrate your workforce/project planning systems
Integrate our Job Allocation system



Works on all devices across all platforms



HART INFLUENCERS

More value through quality, always, is our Alternate, ouR Vikalp

HART Influencers is a leading technology consulting firm specialising in cross industry SaaS solutions built on industry leading low-code platform Appian. This provides enterprises, of all sizes, assurance and robustness of Appian and flexible and faster value realisation of HART's Industry SaaS solutions.

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Appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

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