



Transform your safe &  
legal logbooks – create  
a consistent, high quality  
customer experience

**mpro5** is a digital transformation solution that improves operational effectiveness, ensures process compliance and drives productivity gains and cost savings for businesses. Sounds good, but what does that mean in practice?

How can a smart digital solution improve your everyday operations and make you more productive?

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### 3 Introduction



If you are reading this guide, you are probably striving to consistently provide a clean, safe, high quality shopping experience for your customers. You aspire to a smart, digitised logbooks solution that provides enhanced, agile, constantly monitored processes and enables you to demonstrate continuous compliance, with your safe & legal regime.

What's more, you want to improve productivity, generate cost savings and mitigate business risk.

If this resonates, then you recognise that the completion of paper based logbooks is an expensive, people intense process that is difficult to manage, open to misinterpretation and full of easy to ignore processes. Consequently, measurement and reporting is difficult, as is the validation of compliance with your safe & legal processes.



## 4 But where to start?



The prospect of remodelling such a complex and business critical process, regardless of how ineffective it might be, can appear daunting. This is where **mpro5**'s market leading experience of digitally enhancing safe & legal processes for a number of the UK's biggest retailers, can help you to simply and effectively transform your business.

We have worked with Britain's largest retailer for the past 10 years, who effectively manage over 160 workflows across 3,000 sites and 130,000 employees, using our platform. Importantly, management can now spot trends, identify pain points and change cultural behaviour, to proactively improve their processes rather than simply passively recording compliance.

The supermarket has also found itself better positioned to protect itself from litigation and more able to comply with safety regulations. They have also improved productivity and generated significant cost savings.

63%

**mpro5** has enabled the UK's largest supermarket to streamline operations and reduce the total number of compliance checks by 63%

## 5 From passive to proactive

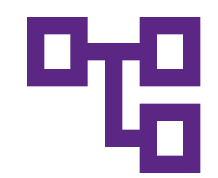


Customers are at the heart of everything you do and maintaining consistent, high-quality standards is critical to long term business success. However, compliance can often feel like it controls your operations, draining time and resources. But, with a smart digital solution you can wrestle back control, managing how processes are communicated, actioned, recorded and reported on.

You can create a continuous and proactive, dynamic data led, safe & legal compliance loop that empowers you to give customers the consistent high-quality environment and shopping experience they desire.

We advise you, whatever solution you go with, to start small and expand. Look for a solution that has the capacity to be a fully digital solution but implement it for a small number of processes at first. If you start with a single problem, you can test your software easily, store by store, and slowly roll it out across more of your business processes over time. This keeps costs down and ensures a smooth transition for all departments involved.

## 6 Eight Steps to a consistent, high quality shopping environment and customer experience



### 1. Be flexible, be realistic

Digitally transforming your safe & legal logbooks is all about refining your processes. Start by assessing how you work now and how you want to be working, with a digital solution. Because your data will no longer be in silos, it will be feasible to delete checks that are duplicated across different procedures: as already mentioned one of our clients has reduced the total number of their compliance checks by 63%.



### 2. Pick your platform

The solution you choose will ideally be made up of a mobile app, a platform, a powerful database and Internet of Things (IoT) network capabilities. You want something that can provide reporting and analytics but be flexible enough to be plugged into existing databases or platforms.



### 3. Accessible and reliable hardware

Choosing the right hardware for your solution is critical – if it's unreliable or obtuse then adoption rates will be poor. Accessibility and reliability are your main criteria for devices and you will have to balance security against the practical need for the devices to be readily available for all your employees to complete their tasks.

Consider removing barriers to entry such as prohibitive MDM policies. BYOD (Bring Your Own Device) and SSO (Single Sign On) could also make adoption easier.



## 7 Eight Steps to a consistent, high quality shopping environment and customer experience

### 4. Internet of Things (IoT)

The Internet of things (IoT) is an incredibly powerful and smart technology, but it can be easy to get carried away. Sensors can be expensive, so start by being clear on your goals and exactly what you want to achieve. Consider whether adding more sensors will really bring you the return on investment (ROI) you desire.

However, deployed properly, IoT sensors can significantly reinforce a number of your key processes, and make the investment more than worth it.

### 5. Connectivity

Connectivity is also critical as any digital solution will require a stable internet connection to send and receive data. Make sure you have the infrastructure in place to cope with this. One simple solution deployed by our client is the use of the in-store WiFi already provided.

### 6. Adoption

The secret to successful adoption is to really understand your team's needs and behaviours together with their relationship with technology. Get users involved early in the process to develop the right training for them. Segmenting your workforce can be an invaluable tool for this.

Some might want formal training through demonstrations, videos and other online resources, whilst others may prefer to be shown how to use technology by another colleague in a real-life environment.

## 8 Eight Steps to a consistent, high quality shopping environment and customer experience



### 7. Embrace the cultural shift

Being aware of the cultural shift that adoption will cause can help you to ease the transition. Some employees may be resistant to the change, preferring to do things the 'old way', or cautious of a perceived 'big brother' piece of software. Digitisation puts compliance at the forefront of daily duties and time and location stamping will make it difficult to leave any logbooks in the 'to do' pile.

Understanding potential concerns and talking to your teams about the benefits of the new processes for them will ensure an open, forward looking, dialogue.



### 8. Reporting

Having clear goals for your reporting and auditing is crucial to getting the most out of digital transformation. Knowing who needs what data and in what form, whether it's a live dashboard for a store manager, a report for the board or an external audit, will help to shape the solution. Ultimately, you will use the data you collect from the shop floor and the warehouse for reports and audits, as well as analysis for making improvements.



## 9 The benefits of digitisation



### Enhanced safe & legal compliance

Some businesses report that at first, their compliance performance levels appear to drop. This is typically due to compliance being accurately recorded for the first time but rest assured that it won't be long before you experience enhanced levels of compliance.



### Seeing is believing

Out of code products on the shelves, trip hazards, broken lighting and many other issues can impact not just your customers' safety but their perception of your stores. With a firmer grip on your safe & legal compliance and brand standards, you can ensure your reputation for consistently clean and safe stores, and a high quality shopping environment and customer experience.



### Data driven improvements

Having constant, real-time data in a dynamic and digestible format is invaluable for live and historical overviews, so that you can spot trends and make informed and timely changes to operations.



## 10 The benefits of digitisation



### Mitigate your risk of litigation

Being able to access appropriate and irrefutable evidence easily will save your back-office and legal teams countless hours. Dynamic data ensures a full audit trail for every workflow check completed, which means you will be able to protect your business from malicious claims should the need arise.



### Productivity gains

Back-office staff need no longer spend time on manual data input, extraction or duplication and your teams on the ground can easily and quickly provide you with information as they work.



### Cost savings

As well as leveraging your data, improving your operations and driving productivity, **mpro5** provides the opportunity for cost savings. Printing costs and precious staff time can be recovered, as well as costs associated with compliance and litigation.



## 11 Take the first step



**mpro5** is a smart digital solution that transforms safe & legal logbook processes, which delivers improved operational effectiveness, ensures process compliance and drives productivity gains and cost-savings for retail businesses.

### Find out more

Having worked closely with a number of the UK's largest retailers for many years and having revolutionised the way they manage their safe and legal processes, our team is expert in helping you to ensure compliance via our innovative, configurable platform.

By unifying cloud, mobile and smart technologies, we enable the quick implementation of tailored, digital processes. We turn complex jobs, workflows and scheduling into simple, effective and compliant processes that mitigates risk and delivers a high quality and consistent customer experience.

For more information, visit:  
**[mpro5.com](https://mpro5.com)**