

HiVE System Catalogue

High-tech Information and Virtual Environment
TM One Business Services



WELCOME TO HiVE CATALOGUE

“ **Designing Digital Future,
Managing Today's Tech** ”

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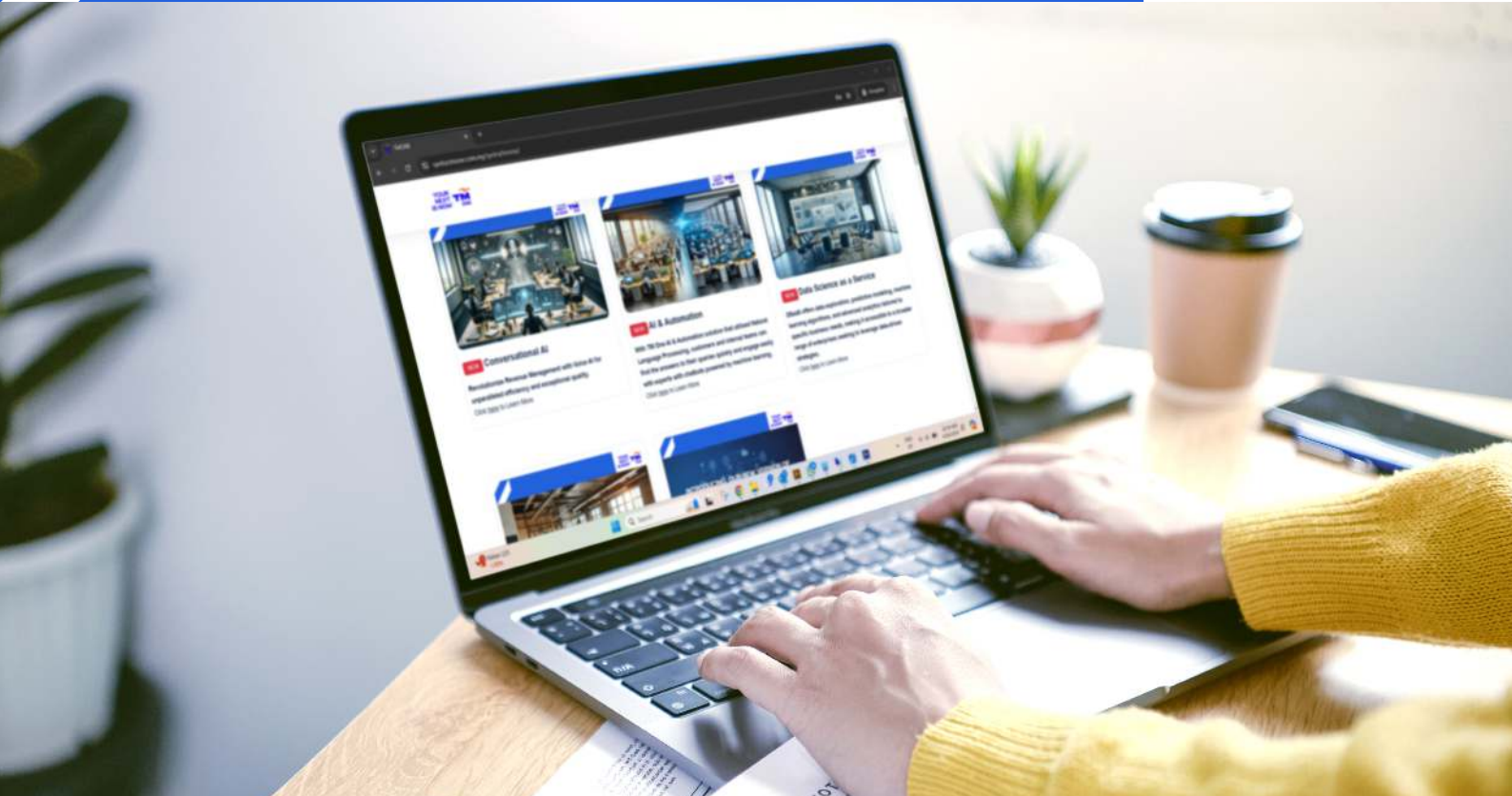


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A catalogue is essential as it provides a comprehensive and standardised overview of the systems, ensuring all users are informed and can easily transition to the updated platforms.



INTRODUCTION TO HiVE

We are pleased to present our **HiVE System Catalogue**, which features a range of advanced technology solutions tailored for various business functions. As part of the TM One Business Services, we are dedicated to enhancing your operational efficiency and business performance.

In this catalogue, you will find detailed information on our comprehensive suite of systems covering Facilities Management, Human Resources, Customer Relationship Management, Workforce Management, and more. Each system is designed to improve efficiency, engage employees, and increase customer satisfaction.

Explore this catalogue and discover how our HiVE systems can help you achieve excellence and innovation in your business operations.

Thank you for considering our solutions.



OVERVIEW

The HiVE portfolio encompasses a diverse range of solutions designed to meet the complex demands of today's businesses across various operational areas. Below is an overview of each system within the HiVE brand, grouped by their primary function. This summary provides a quick reference to understand the scope and utility of each system.



FACILITIES MANAGEMENT SYSTEMS

Our **Facilities Management Systems** within the HiVE portfolio are designed to streamline operations, enhance asset utilization, and improve overall efficiency within physical spaces. These systems provide comprehensive tools for managing rooms, assets, and entire facilities effectively. Here's a brief look at each system:



HiVEBook: Online Room Booking System

Streamlines the process of reserving rooms and spaces, enhancing facility utilisation.



HiVEAssets: Integrated Asset Management Portal

Manages assets throughout their lifecycle, from acquisition to disposal, ensuring efficiency and compliance.



HiVEFMS: Collaborative Facilities Management Hub

Integrates all aspects of facilities management to improve maintenance schedules and operational reliability.



HUMAN RESOURCES SYSTEMS

Our **Human Resources Systems** within the HiVE portfolio are crafted to enhance human resource management by integrating advanced technology solutions that streamline Human Resources (HR) processes, engage employees, and improve overall workforce management. Here's a brief overview of each system:



HiVEPersona: Personalized Human Resources (HR) Portal

Centralises HR functions to provide a personalised employee experience from onboarding to offboarding.



HiVEAccolade: Employee Recognition Portal

Enhances employee engagement through recognition and reward programs.



HiVEGuard: Collaborative Human Resources (HR) Discipline Portal

Manages disciplinary processes collaboratively, ensuring transparency and compliance.



HiVEPerf: Performance-Based Compensation

Aligns compensation strategies with performance metrics to motivate and retain top talent.



CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEMS

Our **CRM Systems** in the HiVE portfolio are engineered to improve client interactions, enhance customer satisfaction, and drive sales performance by providing robust, intuitive solutions for managing customer relationships. Here's a brief outline of each system:



HiVEConnect: Collaborative Inbound CRM

Optimises customer interactions for inbound communication, improving service quality and customer satisfaction.



HiVEReach: CRM for Outbound Telemarketing

Supports outbound marketing efforts with tools for campaign management and performance tracking.



HiVEGIG: Freelance Work Performance Tracker

Manages freelance projects and tracks performance metrics to ensure project success and contractor satisfaction.



WORKFORCE MANAGEMENT SYSTEMS (WFM)

Our **Workforce Management Systems (WFM)** within the HiVE portfolio are crafted to optimize workforce operations through advanced scheduling, tracking, and analytics. These systems ensure that workforce planning and management are as efficient as possible. Here's a brief look at each system:



HiVESHIFT: STP Workforce Portal

Manages employee shifts and schedules, facilitating workforce planning and optimization.



HiVEINSPECT: Collaborative Quality Management System

Ensures quality products and services through streamlined inspections and compliance tracking.



HiVEINSIGHT: WFM Performance Analytics

Provides analytics and insights on workforce performance to drive operational improvements.



HiVETRACK: Collaborative Time Tracking System

Tracks employee attendance and punctuality, integrating with payroll and HR systems for accurate record-keeping.



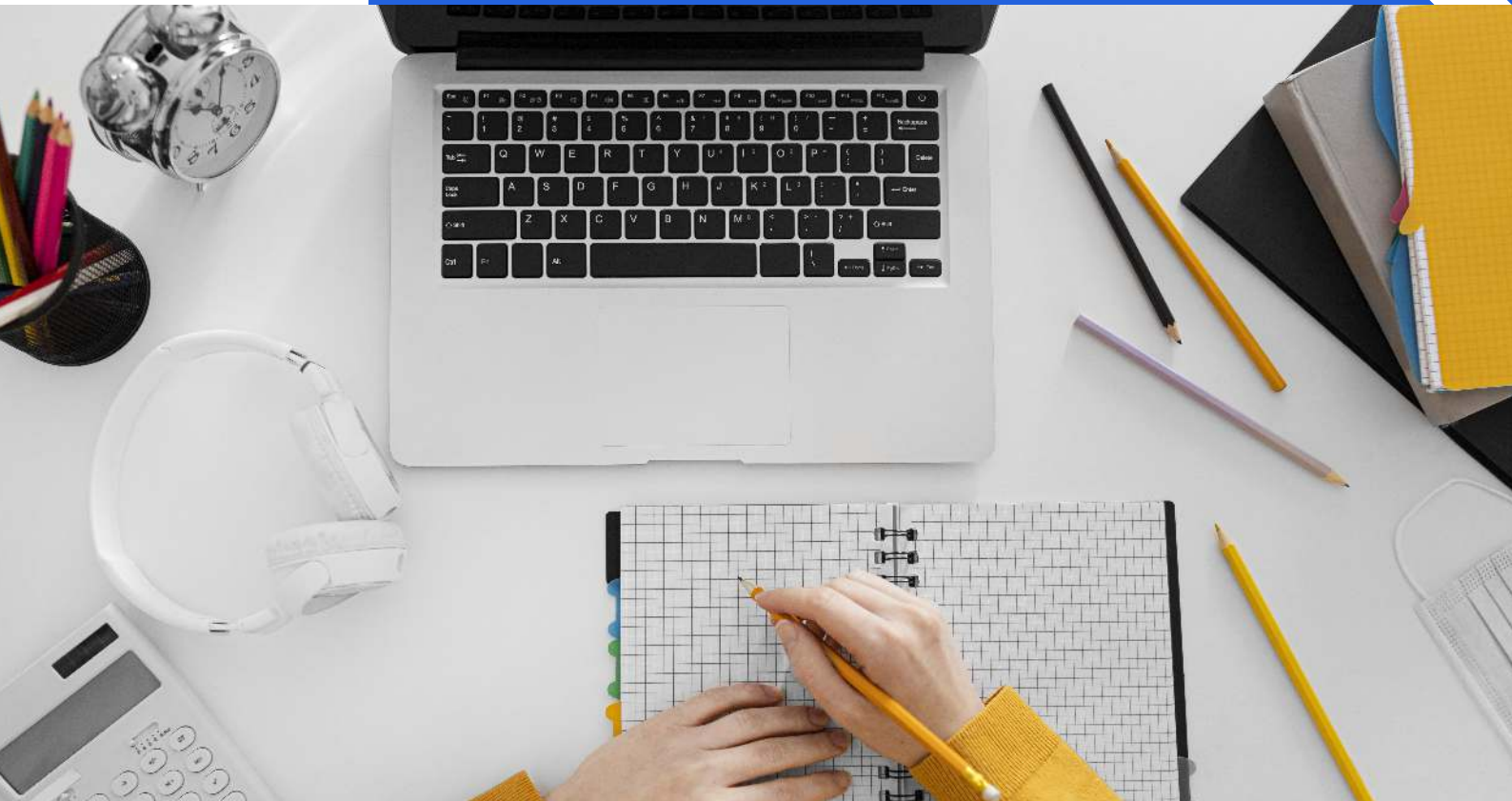
CUSTOMER SURVEY SYSTEM

Our **Customer Survey System** within the HiVE portfolio are designed to effectively measure and enhance the customer experience, ensuring businesses can gather, analyze, and act on customer feedback efficiently. Here's a closer look at the system available:



HiVEIndex: Collaborative Customer Survey System

Gathers and analyse customer satisfaction data to inform business strategies and customer service improvements.



KNOWLEDGE MANAGEMENT AND E-ASSESSMENT SYSTEMS

Our **Knowledge Management and E-Assessment Systems** within the HiVE portfolio are designed to facilitate the sharing of information and the evaluation of knowledge across organizations. These systems support continuous learning and assessment, crucial for maintaining a competitive edge in today's fast-paced market. Here's an overview of the systems:



HiVEHub: Knowledge Base Hub or Portal

Centralises knowledge management, allowing for efficient information sharing and collaboration.



HiVEQuest: Collaborative E-Assessment Hub

Facilitates electronic assessments and surveys to provide critical insights for decision-making and educational purposes.



ABOUT TM ONE

TM One, the business-to-business arm of Telekom Malaysia Berhad (TM), empowers enterprises and the public sector to challenge the status quo and creatively disrupt various industries with the latest digital technologies and solutions across cloud, connectivity, cybersecurity and smart services.

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