20 business cases for Kaizala in almost any company

If you haven't heard of Microsoft Kaizala so far or thought it's just a WhatsApp clone, chances are: it's about time for you to learn more about Kaizala. Truth be told, the increasing usage of mobile devices is a fact. Likewise individual and personalized services, tailored to internal and external customers needs.

On the one hand, Kaizala is a simple smartphone messenger for chatting, forums, surveys, sharing photos and more. On the other hand, Kaizala is a business solution with encrypted transmission, encrypted local storage of data and an App store that enables any desired business application. In other words: Kaizala as a platform creates an isolated area on smartphones for your company - even on private smartphones. Identified by the mobile number it also integrates smoothly into Microsoft environments of your company. And the best of all that? It's included in Office 365. Doesn't sound exciting? See for yourself - have a look.

Here are our Top 20 picks of Kaizala business cases, which fit to almost any company.

xspera
the agile business era

External business cases

1 Mobile business applications
Why develop standalone Apps including all legal regulations and compliance requirements? This costs time, money and is usually already outdated at release. Whereas with Kaizala Apps only the business logic and frontend has to be implemented.

2 Connecting customers: communities & workflows
Of course there are many social media, but with Kaizala you can send 1:1, 1:n or n:m push messages and get feedback directly. Customers can simultaneously initiate transparent workflows in the company or receive personal support on your social "customer" media.

3 External onboarding
The integration of external people can be arbitrarily complex and costs time and money. With Kaizala only the telephone number needs to be assigned. This way a complete communication and collaboration infrastructure is available at once. An infrastructure, which can be integrated into the company IT as tightly as needed.

4 Due diligence
As soon as a company carries out or has carried out a due diligence more frequently, binding standards have been established. Especially on what, how and where information has to be entered. With Kaizala these standards can be extended to mobile devices to all parties.

5 Technical service and support
Especially for critical products or solutions in need of support: With Kaizala personal support and advice is available for customers more easily and anytime.

6 Sales - commissions
Especially in sales, live data is often an additional motivation for the commission - including individualized statistics per employee. This data can be made available in real time via Kaizala.

7 Sales - near time information
For customers and suppliers, real-time inventories or stocks can be important. With Kaizala, this data is always available. The same applies to employees who are directly available to sales by chat via Kaizala. Because customers appreciate reliable and timely feedback - even in sales meetings.

8 Sales - workflows
Mobile or external sales can initiate all digital processes directly - onsite or even during a meeting with a customer. Even complex approval processes for contracts can be handled promptly.
For financial services, production, heavy industry, logistics and many more - processes that could otherwise take weeks are completed in 15 minutes or less - onsite.

9 Security and facility management
There are alot of external services for a company. Work results need to be documented by external employees and approved by you, orders need to be created with complete information and many more. Most of those tasks are still paper based. Digitizing these tasks improves transparency and communication while cutting costs.

10 Approval
Otherwise complex approval processes of documents, contents and forms can be done with one click. A push message informs your people that their attention is required. Save time and speed up processes.

Bonus: Microsoft Teams integration

+1 Chat, polls,... there are many things you can do with Kaizala. Teams are a bit more demanding for other purposes, especially between internal employees. So if you use Teams now, you can easily synchronize both environments - including all conversations and content. The best of both worlds.

Internal business cases

11 AI Bot
Mobile devices are well suited to complement daily work. AI bots function as digital assistants, for dictation, for written or voice commands or even password recovery, while enabling push-messages. Employee productivity is increased by integrating mobile devices seamlessly.

12 Workflow frontend
Document or change approval, task or content approval, scan codes, document freight status with GPS data, scan or take a photo of documents – there is a lot to do. Kaizala turns any mobile device into a workflow frontend, saving costs and time.

13 Tasks
For specific tasks it makes sense to require an approval of the recipient or manager. This includes ways to update specific task metrics (location, department, project, cost number,..). People are able to approve and update tasks whereand whenever: wait times are eliminated and collaboration performance increases, resulting in higher productivity.

14 Time tracking
The more detailed the time tracking of employees should be, the more cumbersome it becomes to handle. This costs time and increases dissatisfaction of all employees involved. With largely automated mobile time recording, these problems are reduced to a minimum and the recorded data is more reliable.

15 First line workers
Employees onsite deserve all the help they need. With Kaizala all colleagues and all data is directly available. A complete mobile office even on BYOD devices, without the need for laptops or similar tools. Cuts costs, saves time and makes onsite IT hard- and software support obsolete.

16 Sick note
Scan the doctor's sick report, archive it automatically in the document management system, inform colleagues and superiors and automatically activate absence email, as well as meeting and task manager in the company. The impact of absence due to illness is reduced to a minimum.

17 Employee communities and social
In today's business world, employee communities and joint activities are becoming increasingly important. From the group of technical specialists to core areas, corporate sports teams, mother circles to departmental meetings. A healthy company atmosphere during and after work promotes good work.

18 Part-time staff and seasonal worker
Onboarding and integration of part-time staff and seasonal workers can be arbitrarily complex and complicated. By simply adding the user via Kaizala, this effort becomes superfluous and all those people can immediately get started on the job.

19 IT Helpdesk
How do I submit an authorized support request to the IT Helpdesk if the main device is defective? How do I reach the right IT staff? And how do you create a friendly atmosphere in IT support? Kaizala can also meet these and more requirements: Save time and increase trust.

20 Documentation onsite
Documenting freight, sites, machines during operation or due to damage is cumbersome – yet oftentimes required. With a smartphone its easyily documented: picture, video and text. With Kaizala all that data is digitally available immediately - to all involved.