

FEATURE LIST

The features you need to succeed with processes

Gluu helps your organisation to make any business process and recurring task easier to understand, execute and improve. Go from initial process mapping to ongoing compliance monitoring and improvement in one integrated platform.

UNDERSTAND

Make recurring work easier to [understand](#) for any team member.

Features	Benefits
<p>Process Architecture</p> <ul style="list-style-type: none"> ★ Process Hierarchy: Manage from 1-1.000 processes in a single place. ★ Show Process Connections: Visual network diagram shows relationships in real time. ★ Filter Processes: Filter on text, editors and form data. <p>Process Mapping</p> <ul style="list-style-type: none"> ★ Process Drawing Tool: Simple to use, collaborative and browser-based. Export as .jpg or .svg (Visio). ★ Different activity types: Show Customer Touch Points, Risks, Controls, Documents and Systems in diagrams. ★ Role-based Flows: Map activities to roles to show responsibilities. ★ Reuse Processes and Activities: Show which processes that start and end a process. <p>Role Library</p> <ul style="list-style-type: none"> ★ Manage Roles Separately: Assign rights to manage roles, so you avoid duplication. ★ Job Descriptions: Build dynamic job descriptions with processes, people and responsibilities. ★ Role Based Updates: Update on process changes based on role. <p>Work Instructions</p> <ul style="list-style-type: none"> ★ In-page Rich Editor: Create and edit by clicking into the page. Connect to add file references to avoid duplication. 	<ul style="list-style-type: none"> → Maintain all processes in one place. → Spot activities and processes that can be consolidated. → Find activities that use e.g. special systems. → Ensure a single consistent mapping format. → Get a single overview of all e.g. customer contact points across your business. → Clarify roles and responsibilities. → Insert processes and activities as building blocks in other processes to avoid duplication. → Make performance reviews more accurate with a clear understanding of process responsibilities. → Onboard new staff faster. → Personalize the communication of changes in your way of working. → Common styles for e.g. risks ensure consistency and ease of use.

<p>★ Video and Images: Drag and drop to add video and images to your work instructions.</p> <p><i>Change Control & Rights</i></p> <p>★ Automatic change tracking: Changes in processes, work instructions and editors.</p> <p>★ Restore activities: Restore activities and their instructions.</p> <p>★ Manage Rights by Process: Assign separate owners and editors to each process.</p> <p>★ Manage Rights by Feature: Allow separate users to manage hierarchy, roles and users.</p>	<p>→ Make visual guides, record screen tours and record experienced team member's instructions.</p> <p>→ Save time by avoiding manual change logs while keeping a full revision history.</p> <p>→ Avoid information getting lost.</p> <p>→ Delegate process ownership.</p> <p>→ Centralise the management of your process hierarchy.</p>
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EXECUTE

Ensure tasks are executed in time, by the right role - in the work situation.

Features	Benefits
<p><i>Recurring Tasks</i></p> <p>★ Automatic Tasks: Add daily, weekly or monthly tasks to any activity. Set tasks to show in specific periods. Add to your calendar, or show in app.</p> <p>★ Flag for Follow-up: Flag tasks that require follow-up.</p> <p>★ Task Monitoring: Get an email if a task is not done.</p> <p>★ Task History and Reporting: Filter by time to see full task log. Customise and print task reports.</p> <p>★ Set Time Zones: Set timezone by task to manage distant work.</p> <p><i>Case Management</i></p> <p>★ Run Processes as Cases: Define sequence and logic for starting activities and tasks.</p> <p>★ Create Process Variations: Add case templates to run variations of your processes.</p> <p>★ Visual Case Overview: See task status per case and per role.</p>	<p>→ Management doesn't have to follow up on tasks since they will be informed if something is NOT done.</p> <p>→ Staff doesn't have to remember important, regular tasks.</p> <p>→ Tasks are sent to roles, not individuals, so they will not be lost if somebody is absent.</p> <p>→ Get a detailed report on how each process is being executed.</p> <p>→ Report on compliance.</p> <p>→ Manage tasks across geographies.</p> <p>→ Run process flows on demand to track, e.g. onboarding and projects.</p> <p>→ Create variants and reuse your process and work instructions across e.g. different project types.</p> <p>→ Get a real time overview of process compliance.</p>

<p>★ Case Reports: 1-click printing to see complete status of each case.</p> <p><i>Digital Form Builder</i></p> <p>★ Common Form Library: Create reusable forms using many different field types.</p> <p>★ Add Forms to Tasks: Distribute and record forms with tasks - both recurring and cases.</p> <p>★ Add Forms to Activities: Capture structured data on specific activities.</p> <p>★ AES Encrypt Form Data: Encrypt selected forms with keys.</p> <p><i>Integrations</i></p> <p>★ Office 365 and G Suite: Point to files in shared drives and add tasks to your Calendar.</p> <p>★ Open RESTful API: Access all your own data using a secure token.</p> <p><i>Android and iOS Apps</i></p> <p>★ Log Tasks: See tasks at the right time and log them as complete.</p> <p>★ Add Photos, Files and Comments: Add issues, ideas and questions in the work situation.</p> <p>★ Work Instructions: Show your text, video and images.</p>	<p>→ Report to management or customers with no additional work.</p> <p>→ Digitise any paper form by yourselves with no IT development.</p> <p>→ Ensure important registrations are done and captured.</p> <p>→ Capture data for compliance needs such as ISO and GDPR.</p> <p>→ Capture highly sensitive data using Gluu forms.</p> <p>→ Avoid duplicate files and remember important tasks.</p> <p>→ Set up your own integrations to systems such as Dynamics, Slack, Trello, etc.</p> <p>→ Complete tasks and registrations directly on the factory floor or on the road.</p> <p>→ Document quality errors with photos right in the work situation.</p> <p>→ Make your processes simple to use and easy to access for anybody.</p>
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IMPROVE

Drill down to find ways to [improve](#) your processes

Features	Benefits
<p><i>Compliance Dashboard</i></p> <p>★ Real Time Process Overview: Worst performing processes show first. Select any process by time range and drill down to activity level.</p> <p>★ View Process Activity Level: Filter processes by number of comments, changes and modification time.</p>	<p>→ Monitor process compliance in real time.</p> <p>→ Focus your audits on problem areas.</p> <p>→ Uncover process managers that are not being active.</p>

Comments & Communications

- ★ **Comment on Activities:** Let users comment on any activity and let process editors reply.
- ★ **Create Labels:** Create common labels and allow users to flag comments for follow up.
- ★ **Agree / Disagree:** Make decisions with a single click.
- ★ **Close / Open comments:** Hide comments and issues that have already been resolved so they are only visible to editors.
- ★ **Filter:** Filter comments by time range and label.
- ★ **Get Notification Emails:** Get hourly, daily or weekly digest emails with comments to any activity that you follow.

- Reduce the number of emails and meetings.
- Capture ideas, questions and issues from frontline personnel - in the right context.
- Collect topics to discuss in regular reviews.
- Approve process changes without meetings.

Security

Gluu is served from Microsoft's cloud and we use their state-of-the-art tools to secure data, performance and ensure your peace of mind.

"According to our calculations, just 300 fewer paper forms a month can pay for our [factory's] full investment in the Gluu platform. This is in addition to all the other improvements we find."

Jacob Lund, Factory Manager, RPC Superfos Randers

More information?

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[Help Center](#)

[YouTube Channel](#)

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