

Helium22

Analysing and resolving difficult problems for organisation growth



Technical or not, we all need help

Contact

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In a changing world, wouldn't it be great to know that someone has your back.

Sometimes, you just need answers, to something technical, that you are not familiar with, so that you can get on with your actual job, and do what you are paid to do.

Now you truly have a real support option - **SkillBridge**.

Helium22

SkillBridge Service



What is Helium22 SkillBridge?

There are many people in technical and non technical fields, that often find themselves caught up in rapidly changing technologies.

It weight them down, because often many times they did not start out within this current technological era. They know their job well, they are good at what they do, but the ever changing demands on businesses requires them to constantly relearn. Not everyone can be IT savvy.

IT changes can prove challenging even for IT people, who also have to constantly learn, as well as focus on IT systems. The assumption is that everyone must know IT, however this is not the case, and people sometimes struggle, stay quiet, not wanting to feel embarrassed in a group setting.

SkillBridge bridges that gap, and allows people to ask questions one-to-one, and get straight answers to IT issues that they are experiencing, which hangs over their heads daily, causing an incremental decrease in their productivity within the organisation.

As an enabler, SkillBridge empowers peoples to overcome their IT impasses, helping them to understand, learn, and feel confident again, knowing someone has their back, without being judgmental.

All solutions are shared anonymously with registered users, so that other users can benefit, without having to raise further bookings.

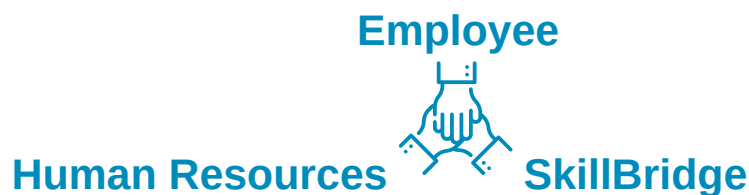


SkillBridge Service

HR and SkillBridge



With SkillBridge, HR can focus on what they do best, instead of worrying about technical user issues.



Benefits

1. Removal of technology blockers that causes delays.
2. Better employee communication.
3. Increased productivity, delivery and quality of work.
4. Ability to learn and get up to speed with IT, knowing there is a single point of technical resource to help them directly.
5. Gain a personal sense of achievement, appreciation of IT, and having the feeling of not being left behind with technology.

Feedback Report

SkillBridge provides a monthly feedback report via email, on the progress being made for each registered employee.

NB: This does not include confidential conversations.

Monthly reports include:

1. Comments about users progression.
2. Problems/Issues currently being solved, and ones already solved.
3. Solutions to solve problems and issues.
4. Suggestions to mitigate similar future problems/issues.
5. Date/time allocated to problems/issues.

SkillBridge - How it works

Confidential



Whether you are technical or not, no one wants to feel embarrassed in a group to say that they don't know something. By providing a safe, confidential, and unbiased environment in which to ask any technical questions and get answers, empowers people to become pro active to make better decisions for the organisation and themselves. This helps to increase productivity and overall performance.

Root cause identification and resolution



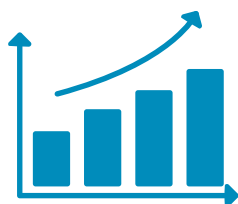
Addressing and mitigating the root cause of problems and issues, ensures everyone can focus on their actual job, instead of suffering in silence. By focusing on a solutions, yields better outcomes results for employees, clients and customers.

Client and Customer Experience



Great outcomes ensures that clients and customers retain your organisation's services and products, continuing to renew, and not hard questioning the services being provided, when they can see and experience a higher level of quality of service.

On-time billing, strong cashflow, stronger productivity, and fewer bottlenecks across the overall organisation, translates to increased revenue growth and potential industry awards.



Helium22

SkillBridge - How it works

Step 1 - Register with Helium22



When this service is used, your company must first allow employees to be registered with this service. Once they are registered successfully, they can use the service at any time. A member from Helium22 will obtain all the necessary details to onboard each employee.

A questionnaire will be sent to each employee, for them to fill in. Once they have filled in the questionnaire, and sent it back to Helium22, they must wait for their onboarding details to be sent to them.

Step 2 - Login, post a question and book an available time.



It's important to be as thorough as possible. Attach any documents or images, that will help explain your problems or issues.

Step 3 - Attend a one to one meeting for consultation.



Once a booking has been made, an email will be sent to the employee to confirm their booking, and a scheduled meeting link will be attached.

Meetings are safe, and strictly confidential, topics discussed must remain focused to the actual problems and issues, so that the root cause can be investigated, and a solution advised or devised.

