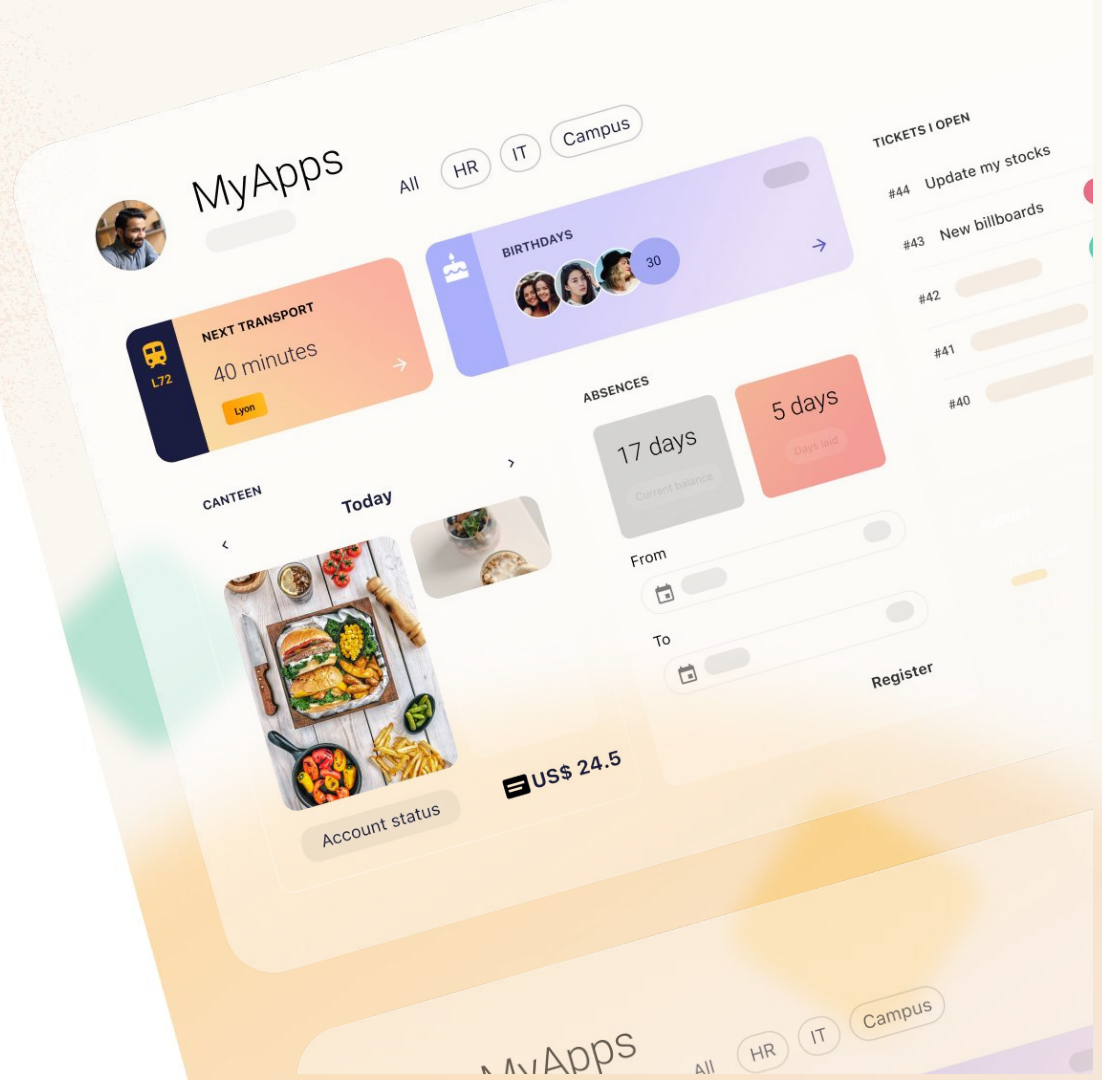


2024

The One Place to Work.

Empower your employees to get work done by providing an AI-powered digital front door



How employees are feeling today...



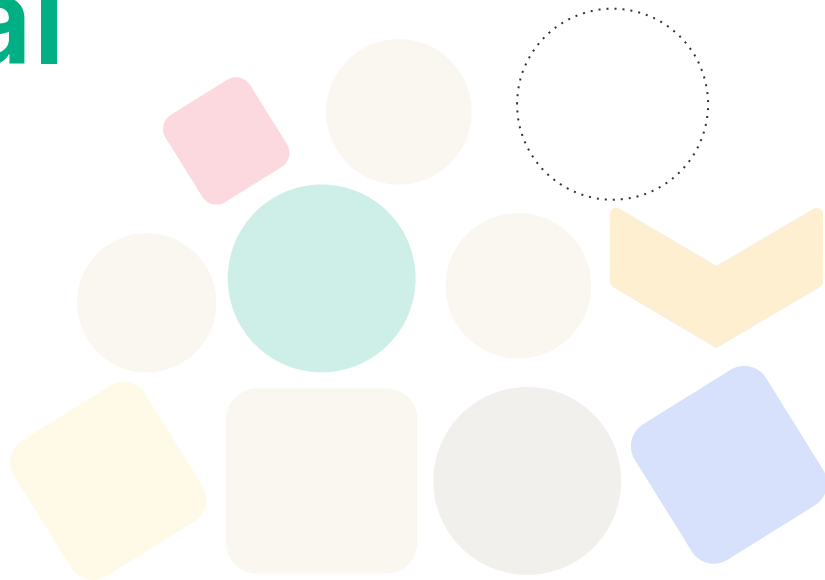
70%

of employees rate
their user experience
as simultaneously **not**
productive, not
empowering, and not
easy



**Aren't you tired of
your employees
getting lost in your
digital workplace
when they are looking
for mission-critical
information, policies,
apps, or resource?**

Do you realize
the impact on
your **operational
excellence
and customer
experience?**





**What if
your intranet
could do more?**

Be more?



We have the solution!

**All apps, tasks,
knowledge, and
resources**

**accessible in a click
from a single digital
front door**

Your personalized employee companion

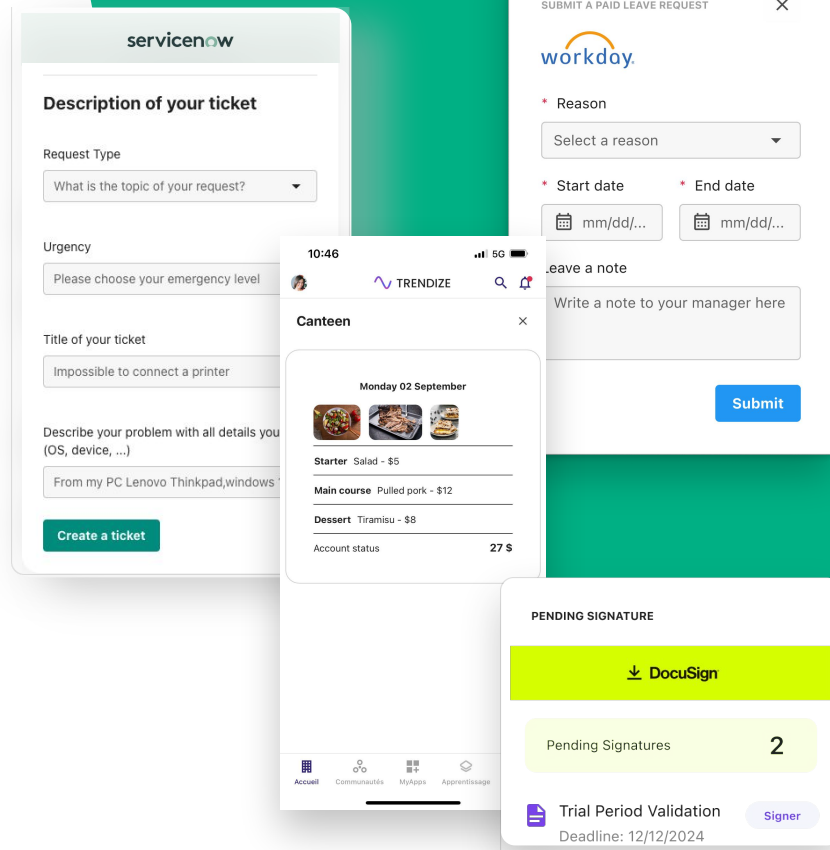
Get key data from 3rd-party applications and perform tasks in your preferred tools directly within LumApps — The power of micro-apps

Increase employee **efficiency** by avoiding constant context switch to 3rd-party apps

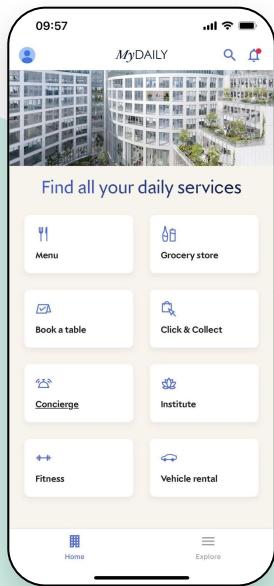
Foster 3rd-party business app **adoption** from your web-based intranet or mobile app

Reduce support calls and tickets

Turn non-mobile business apps into **accessible cards** for frontline employees



More employee services on your intranet, more business tool adoption, and more engagement



Large enterprise
Luxury goods industry

6 concierge & campus-life micro-apps with various 3rd-party apps for HQ employees

Custom development.
Time-to-production:
4 weeks



SMB
Technology industry

1 Workday micro-app for U.S. employment verification & immigration

Custom development.
Time-to-production:
2 weeks



SMB
Services industry

1 Freshdesk micro-app to support frontline & desk employees for their IT requests

Custom development.
Time-to-production:
1 week



Large enterprise
Manufacturing industry

10 Workday micro-apps for frontline employees in manufacturing plants

Custom development.
Time-to-production:
4 weeks

How are we enabling this?

An intuitive no-code studio to create custom micro-apps easily via sequencing blocks that can be of three types:

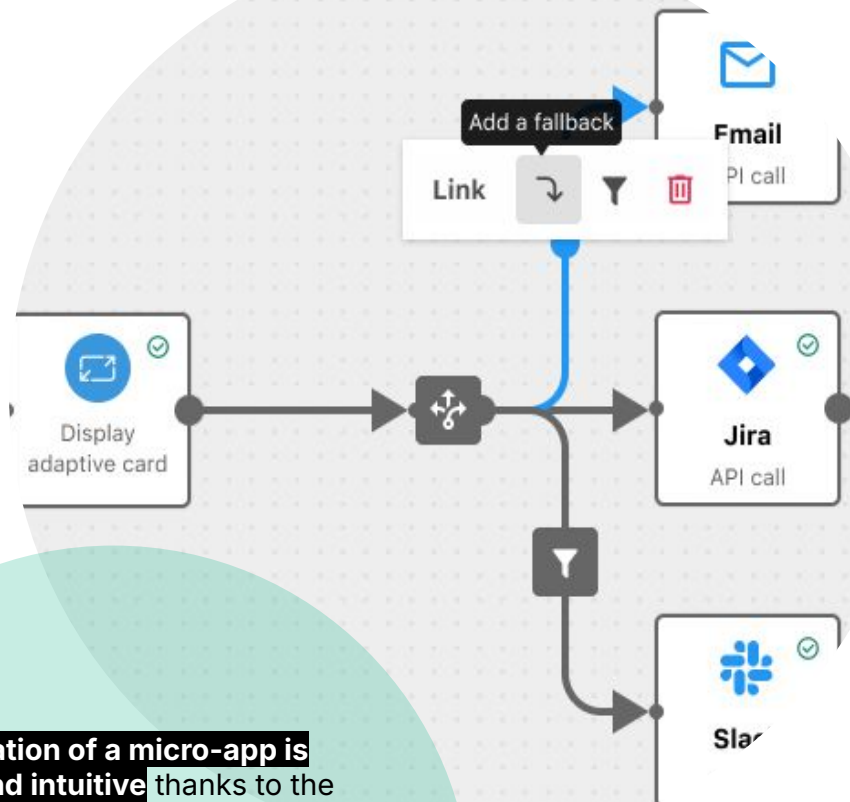
- API calls that enable the micro-app to exchange data with third-party applications
- 'Adaptive cards', the front-end UX that users of a micro-app see
- Routers that enable conditional navigation between blocks

10x faster to develop with no-code vs. an SDK!

Reusable in different environments!

"The creation of a micro-app is simple and intuitive thanks to the flow visualization. [The Studio] is a must for micro-app development."

— Senior Manager, Digital Workplace,
focused on enhancing communication &
collaboration for the 110,000+ employees of
a manufacturing company



Your personalized employee companion

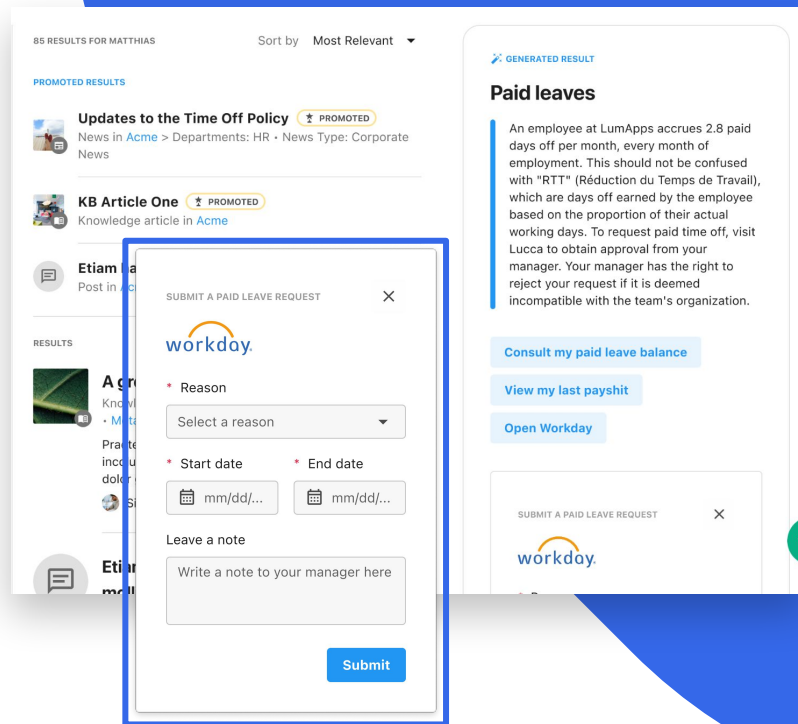
Access knowledge easily, just by asking questions in your own words – Ask AI propels search to the next level

Leverage AI to generate **synthetic answers** based on the employee's context

Enable enterprise-wide knowledge access by **indexing all your LumApps content by default** + 3rd-party knowledge bases if needed

Guide employees by complementing answers with **next-best action suggestions** to take action (micro-apps)

Access knowledge **wherever you are**: LumApps (via search bar, broadcasts, journeys, and chatbot) and messaging apps (Microsoft Teams, Google Chat, Slack)



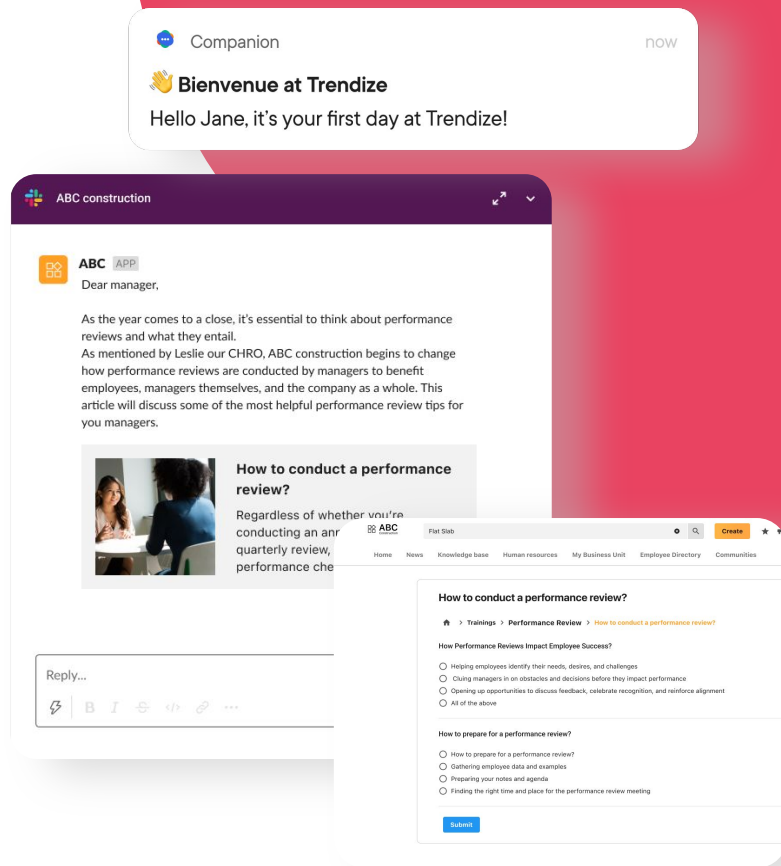
Your personalized employee companion

Guide employees to the next-best action with multichannel proactive suggestions — Journeys automated orchestration

Send **automated 'nudges'** in the flow of work, in employee's preferred channels (email, mobile push notifications, Microsoft Teams, Google Chat, or Slack)

Standardize critical workflows on **employee's key moments** (onboarding, internal promotion, return from parental leave, offboarding, and more)

Monitor employees' ramp ups via dedicated Analytics



Capabilities Acknowledged by Key Analysts



Named **leader in the 2023 and 2024 Gartner Magic Quadrant for Intranet Packaged Solutions**

“LumApps provides an employee hub to **help employees manage their attention and tasks** through nudges and notifications, and offers assistants that render cumbersome cross-application processes into conversations”.



Named **leader in the the 2020, 2022, and 2024 Forrester Wave for Intranet Platforms**

“LumApps fast-tracks innovation, extending traditional intranets [...] with intelligent agent tools. Its roadmap focuses on AI capabilities, broadening application integration, and **automating repeatable journeys**”.



The **only intranet packaged solution named in the 2024 9-Grid Cloud HR report**

“This year sees the addition of LumApps, a French-headquartered **specialist for people experience**”.

Thank **you!**



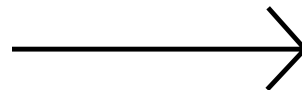
Know more about micro-apps

Bring your own business apps into LumApps

Pre-built API Providers

Micro-app templates

No-code studio



Support each employee daily in the way they want to work

Micro-apps streamline many use cases

IT

Description of your ticket

Request Type

What is the topic of your request?

Urgency

Please choose your emergency level

Title of your ticket

Impossible to connect a printer

Describe your problem with all details you have (OS, device, ...)

From my PC Lenovo Thinkpad, windows 11, wi

Create a ticket

HR

PTO - SAP

Request an absence


You have 3 days left


Start date


End date

Confirm

Today's Birthdays

 Arlene Murphy
Manager
June 03

 Bessie Miles
Support Engineer
June 03

 Dianne Robertson
Product Owner
June 03

More

Operations

Days since last P1 or P2

18

View recent incidents

Equipment Repair Scheduling

Select Equipment to Repair

Machine A

Scheduled Date

15/12/2023

Schedule Repair

Liverpool

Perthurbation

Destination

West Rudlip

3mn, 14mn

Epping

2mn, 10mn

Ealing Broadway

14mn, 19mn

Hatfield via Newbury Park

7mn, 17mn

Management

\$(title) - Awaiting your signature

\$(title) - Signed

See documents you need to sign

Packaging Quality Monitoring

Quality Check Details

Product: Widget Y

Packaging Date: October 20, 2023

Inspector: John Doe

Quality Status: Acceptable

Complete Inspection

Guide employees' attention to mission-critical information, data, and transactions

IT Solution (applicable to all industries)

Create an IT ticket

Ticket type

Incident

* Give a title to your ticket

Type a brief description of the issue.

* Describe your ticket

Type a detailed description of the issue

Create

Employee micro-app: Create a support ticket

My IT tickets

test

Request n°683 - NEW

eazeeaeaze

Comment

Close

test sachia

Request n°710 - NEW

est time

Comment

Close

test fixe

Request n°711 - NEW

test

Comment

Close

Employee micro-app: Check status of opened tickets

Replace an IT equipment

What equipment do you want to replace?

Chose the hardware to replace.

* Justification

Type a detailed justification of why you need this equipment

Request

Employee micro-app: Request an equipment

Get an appointment with IT

Let's configure your appointment.

Date

Start time

Select desired time

End time

Select desired time

Request

Employee micro-app: Set an appointment with IT Support team

Guide employees' attention to mission-critical information, data, and transactions

IT Solution (applicable to all industries)

Wifi Guest Request

* Guest email address

* Justification

Request

Employee micro-app: Request wifi access for a guest

Request a software account

* Which software do you need?

* Justification

Request

Employee micro-app: Request a software account

Reset my password

Need a reset password on Workday ?


Reset password

Employee micro-app: Request a password reset

Guide employees' attention to mission-critical information, data, and transactions

HR Solution (applicable to all industries)

Clock-in and Clock-out



`${data.totalTimeW}`

Hours Worked

End shift

Start break

Today's activities


Employee micro-app: Clock-in / Clock-out (incl. breaks)

Download Payslip

Click on the following button to download your payslip.

Download

Employee micro-app: Payslip access



Select the shift to swap

Monday
15. January 2024, 13:00 - 19:00
at Butcher's shop

Swap

Friday
12. January 2024, 07:00 - 13:00
at Butcher's shop

Swap

Saturday
13. January 2024, 07:00 - 13:00
at Butcher's shop

Swap

Thursday
11. January 2024, 13:00 - 19:00
at Bakery

Swap

Sunday
14. January 2024, 07:00 - 13:00
at Butcher's shop

Swap

Wednesday
10. January 2024, 13:00 - 19:00
at Butcher's shop

Swap

Employee micro-app: Swap a shift

Swap requests awaiting validation

Sacha Lemonnier
Monday
15. January 2024, 13:00 - 19:00 at Butcher's shop

Alexis Chan
Tuesday
16. January 2024, 07:00 - 13:00 at Bakery

Validate

Manager micro-app: Validate a shift change

Leave request

Remaining days available

8

From

To

☐ Morning

☐ Morning

☐ Afternoon

☐ Afternoon

Request

Employee micro-app: Absence & holiday management

Guide employees' attention to mission-critical information, data, and transactions

HR Solution (applicable to all industries)

Refer a talent

Linkedin profile Url

Copy the url here

Downloadable CV Url

Copy the url here

Indicate the position your talent would like to occupy

Confirm

Employee micro-app: refer a talent

Check open positions

Assistant shop manager (W/M)
CDI Paris **Apply** **Open**


Salesperson (W/M)
CDI Nanterre **Apply** **Open**

Trainee Recruitment Officer
CDI Paris **Apply** **Open**


Employee micro-app: check open positions in the group

Learning Tracker


Check your upcoming training sessions

**Yellow Belt [EN] - Operational Excellence Awareness** **Open**

Duration: 3 hours

**VFL - Performing Safety Observation & Dialogue** **Open**


Duration: 1.05 hours


**Safety System (Multilingual)** **Open**


Duration: 2 hours

Employee micro-app: learning programs

Birthday Board

**Lucie Michel - HR**
Wednesday
20. March 2024

**Franck Thomas - Sales**
Friday
05. April 2024

**Justin Rochefort - Finance**
Thursday
28. March 2024

Employee micro-app: Birthdays of the day

Assets to expedite micro-app creation

A Library of 30+ Pre-built API Providers

List as of July 2024

In bold: Fully monitored
and supported by
LumApps



Atlassian



Google



Microsoft Graph



Salesforce



SAP



ServiceNow



Workday



Zendesk



Adobe



Azure OpenAI



Box



Cegid Talentsoft



Coveo



Datadog



Easyvista



GitHub



Google Chat



Google Docs



Google Drive



Google Sheets



Google Vertex AI



Greenhouse



Lucca



MistralAI



Okta



OpenAI



PagerDuty



Slack



Spotify



Zapier



Zoom

Assets to expedite micro-app creation

Documented micro-app templates

List as of July 2024



Jira

- Create Ticket
- List Tickets



SAP SuccessFactors

- Get Remaining Days
- Create Leave Request



ServiceNow

- Create Ticket
- List Tickets



Workday

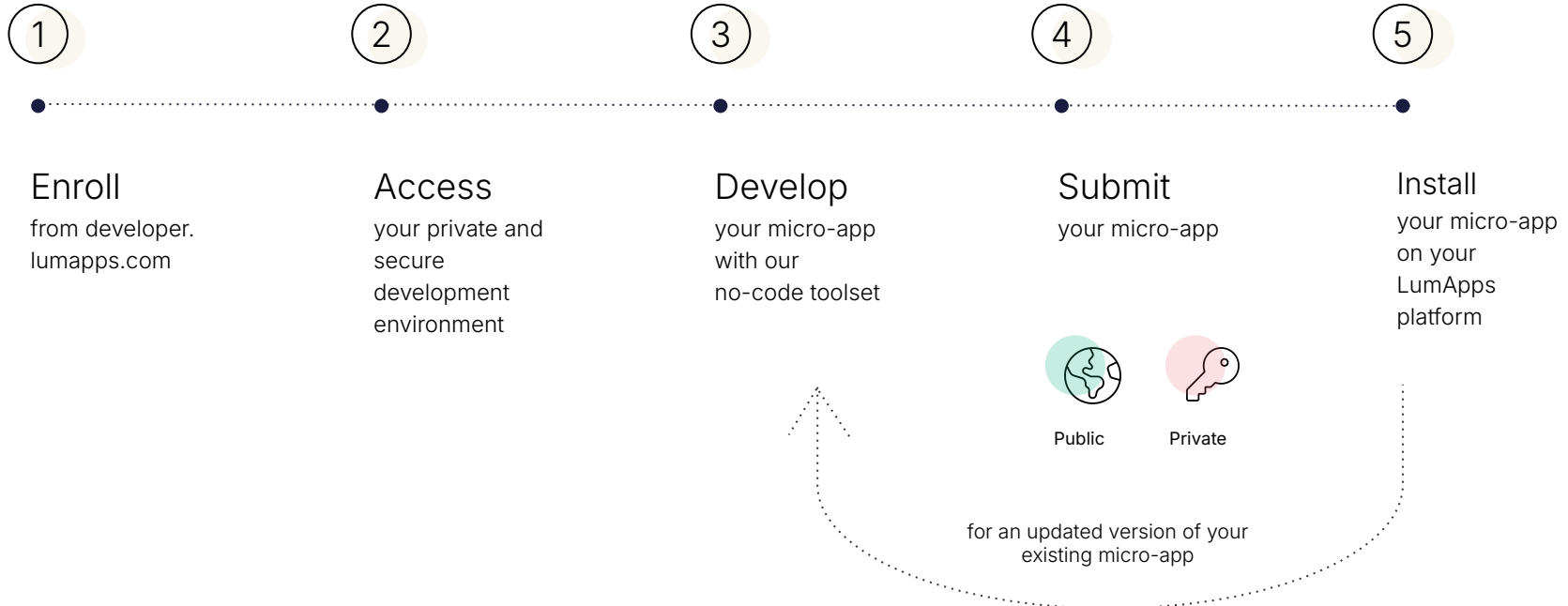
- Create Leave Request



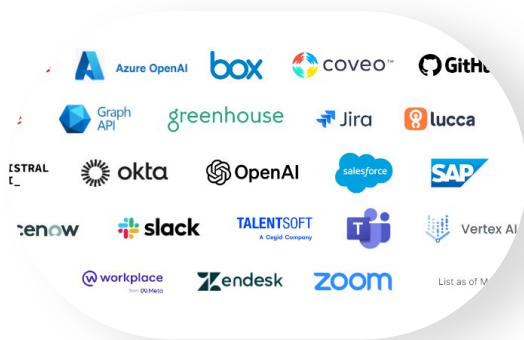
Zendesk

- Create Ticket
- List Tickets

Five steps to get a micro-app up and running

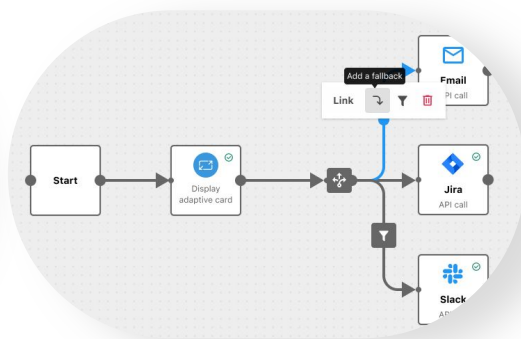


How are we enabling this?



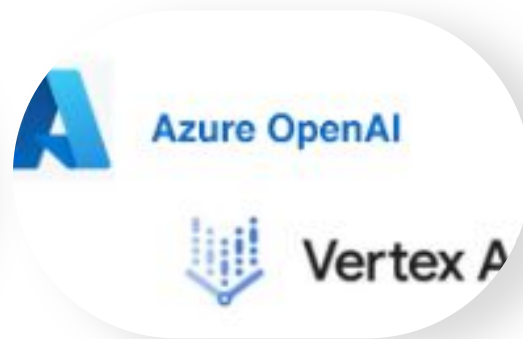
1

30+ pre-built API Providers,
API calls, and micro-app
templates to bring your
business apps within
LumApps



2

An intuitive no-code studio
for IT Departments to expedite
custom micro-app
development (x10
faster than using an SDK)



3

**Best-in-class and secure AI
technology** from Google and
Microsoft to propel search
experience to the next level
for employee satisfaction

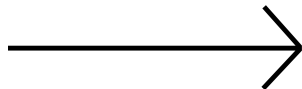
Know more about Ask AI

Supercharge search with AI, turning employee queries into instant insights

The Evolution of Search

AI-powered Search

AI Responsibility



AI-powered Search



FORRESTER

"Intelligent agent or bot interfaces can surface information from intranets and connected systems and provide natural language question-and-answer interfaces as an alternative to complex search queries".

Deloitte.

"AI agents will become an indispensable utility"



"In terms of information finding, the **AI-generated answer approach** provides a bite-sized way for people to consume the information and allows for a pleasant browsing experience to find what they're looking for".

Companion

Complement your LumApps intranet to empower every employee to **get work done**

How?

Via **micro-apps** that simplify employee's access to mission-critical information, tasks, and workflows

Via **Ask AI** to get actionable answers to what employees are looking for



Ask AI

With the power of AI ⁺ ✨, we aim to—

- Improve knowledge accessibility
- Extend search results to actionable insights
- Extend search results to knowledge outside of your LumApps (3rd-party knowledge bases)
- Bring more value-added services to your LumApps intranet to foster adoption



Search AI-powered Transformation

The screenshot shows the Trendize AI search interface. The search bar contains the query "how to change my password?". The results are displayed in a list format. The first result is "Trendize Privacy Policy.pdf" with a red document icon. The second result is "Reset password" with a document icon. The interface includes a sidebar with filters for "Result types" (Media, Posts, Content, Users, Video / Playlist) and a "Sort by" dropdown set to "Most Relevant".

how to change my password?

This answer was generated by AI and may be incorrect. Verify important information and report any inaccuracies.

how to change my password?

You can reset your password by following the instructions on the Trendize website.

Trendize Privacy Policy.pdf Reset password Password reset

LumApps (2) MS SharePoint ServiceNow Confluence

FILTERS

2 RESULTS FOR HOW TO CHANGE MY PASSWORD?

Sort by Most Relevant

Result types

- ☐ Media (4)
- ☐ Posts (3)
- ☐ Content (1)
- ☐ Users (1)
- ☐ Video / Playlist (1)

Trendize Privacy Policy.pdf
Media in Trendize - Global LumApps Demo Site
You must ensure that the individual concerned is aware of Trendize identity, how to contact us, and the way in which we collect and use personal data. [...] "Do Not Sell My Personal Information" and/or ...
Published on July 30, 2024

Reset password
Posts in Trendize - Global LumApps Demo Site > FAQ > IT
What should I do if I forget my password? My account is now locked

Easy access to key **information**: natural-language queries + bite-sized answers

The screenshot shows the Trendize AI search interface. The search bar contains the query "how to request a day off?". The results are displayed in a list format. The first result is "Parental Leave Policy" with a red document icon. The interface includes a sidebar with filters for "Result types" (Media, Posts) and a "Sort by" dropdown set to "Most Relevant".

how to request a day off?

This answer is verified.

how to request a day off?

Use this microapp for managing Paid Time Off (PTO) requests and streamlines the process for employees to submit vacation or sick leave requests efficiently.

Remaining days available: 8

From To

☐ Morning ☐ Morning

☐ Afternoon ☐ Afternoon

Request

LumApps (7) MS SharePoint ServiceNow Confluence

FILTERS

7 RESULTS FOR HOW TO REQUEST A DAY OFF?

Sort by Most Relevant

Result types

- ☐ Media (6)
- ☐ Posts (3)

Parental Leave Policy
Media in Trendize - Global LumApps Demo Site
These records will also be used to respond to requests by other employers about how much parental leave an employee/ex-employee has already taken, although there is no legal duty to provide such information. 3. Postponing

Easy access to **action**: natural-language queries + bite-sized answers + relevant micro-app

Search AI-powered Transformation

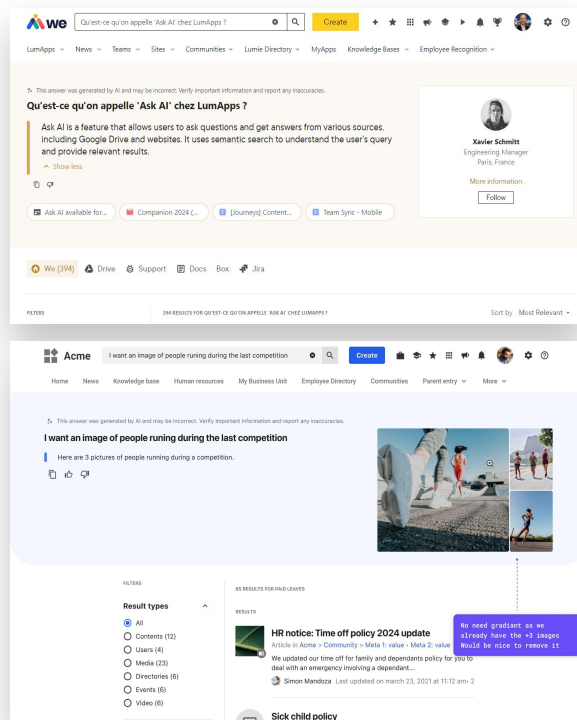
Index –

- **All your LumApps content OOTB** (except comments & video subtitles / transcripts)
- **3rd-party sources (based on configuration via Vertex connectors):** specific shared drives and folders, ServiceNow, Salesforce, Jira, OneDrive, SharePoint, Box, Confluence, Dropbox, Slack — *see next 3 slides*

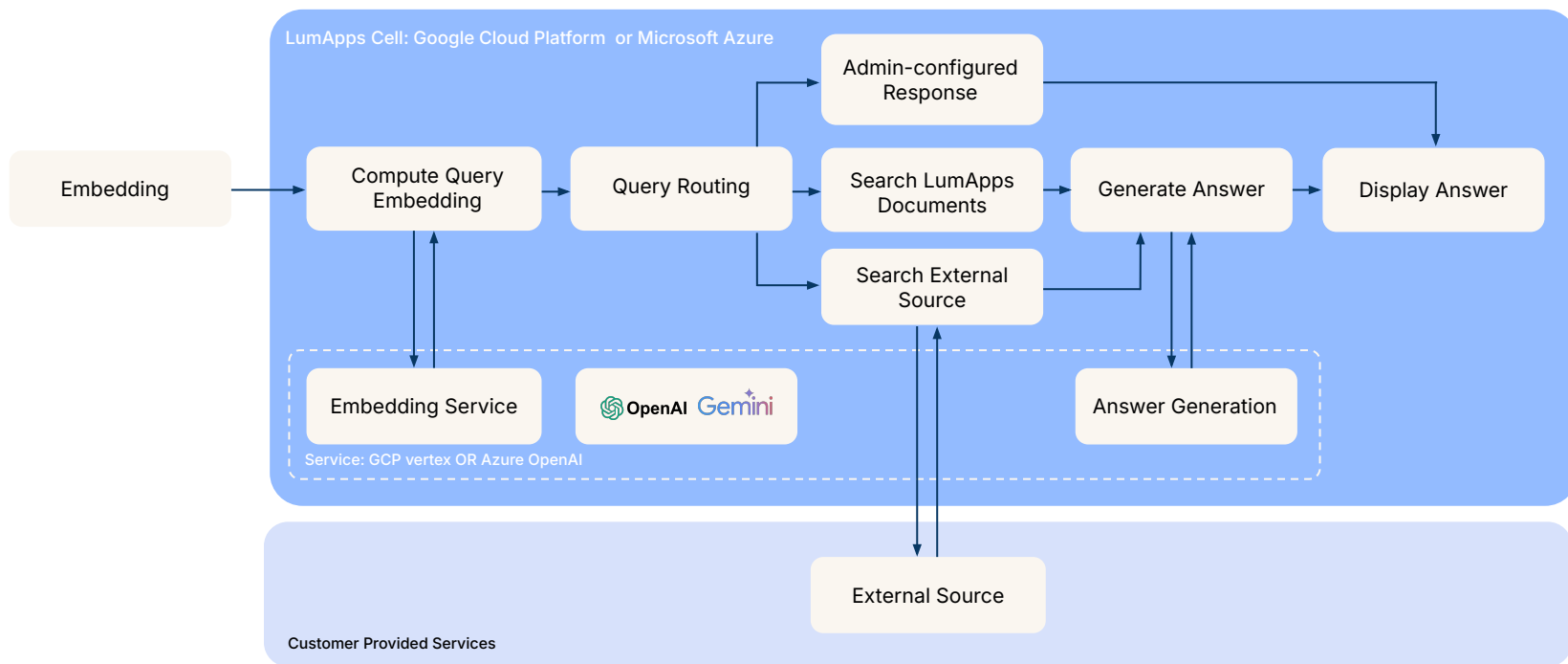
Connect Ask AI with your own Vertex or Azure AI Agents to turn Ask AI into the entry point for answers to domain-specific queries (e.g. Legal, Sales, etc.)

Based on preset rules detecting the employee's intent, **restrict sources to provide better result relevance** (e.g.: for sales topic, restrict sources to official sales enablement hub or sales support community)

Bring your own AI Agent to answer domain-specific questions, based on user intent detection



Functional Architecture



A Search Companion Available Everywhere

Today

LumApps search bar

LumApps digital assistant interface

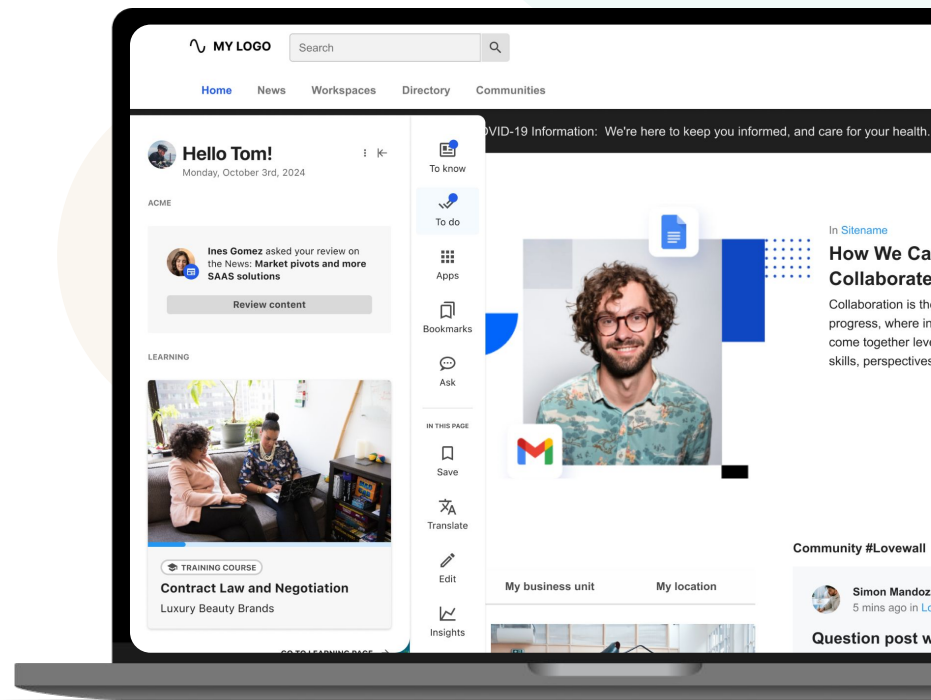
LumApps mobile app (via digital assistant interface)

Our ambition

Chat apps (Microsoft Teams, Google Chat, or Slack)

Sidebar on LumApps intranet

Chrome extension



Instant Answers Powered by Generative AI

Today

Bite-sized answers generated by AI, taking employee's context into account

All LumApps content indexed by default

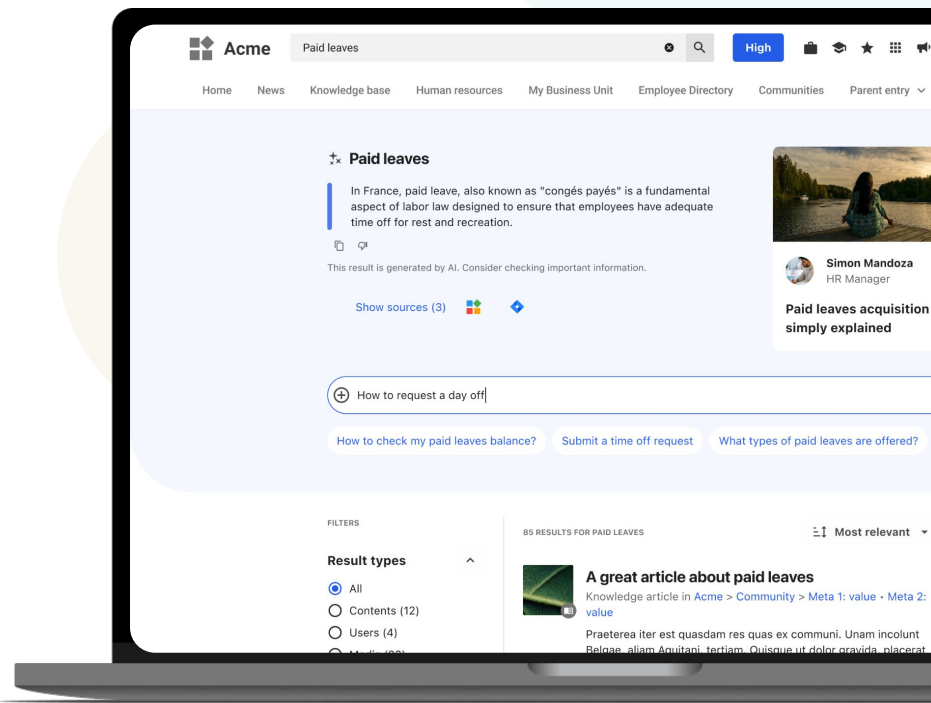
External sources (e.g., Google services, Confluence, Salesforce, ServiceNow...) can be added via Google Vertex AI and Microsoft Azure Open AI connector

Our ambition

More LumApps content indexed (video transcripts, learning contents...)

Robust **routing** to AI agents

More **personalization**



Actionable Insights via Micro-apps

Today

Displays a micro-app based on intention that has been detected (rule-based)

Our ambition

Index micro-apps

Prefilled micro-apps based on query concepts



How to Supercharge your LumApps Intranet with Ask AI New Search Experience



Define **golden queries** with the customer to optimize the customer's platform for search (user profiles, app directory entry, content)



[Optional]
Match micro-apps & use cases and **define rules**



[Optional]
Connect 3rd-parties by either using dedicated agent or Vertex AI connector



Our Responsibility Principles

Ask AI search feature prioritizes your privacy and security with **encrypted interactions** and **strict data protection policies**

You can trust that your searches are **reliable, accurate, and safeguarded** at all times



No data sharing

Your employees' prompts and queries in Ask AI won't train other customers' LLMs or public LLMs.



Reliable AI results

Our AI is built on a stable and resilient infrastructure that ensures fast and accurate search results, with minimal downtime.



Data retention policy

Search queries and results are only stored for the duration of the session, unless users opt for extended storage, keeping your history private by default.

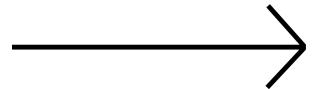
Know more about Journeys

Support employee key moments with automated, personalized touches

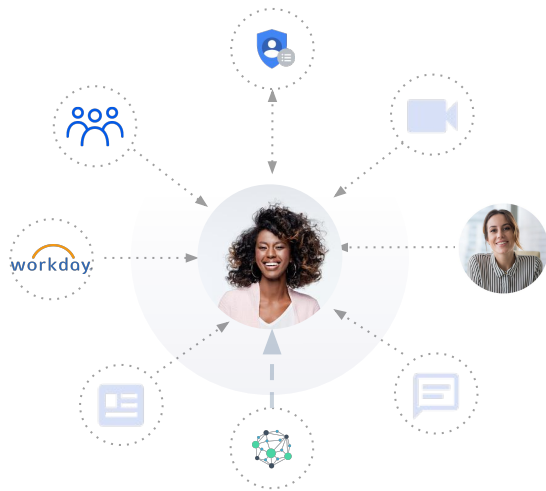
Personalized

Templetizable

Multi-channel delivery



Orchestrate personalized journeys for each employee



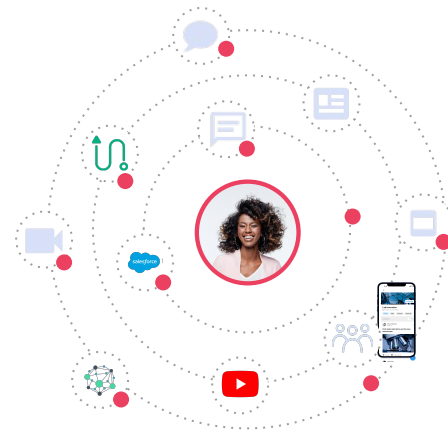
1

Personalized to **each employees'** needs



2

Save time thanks to automation



3

Content and resources in the **flow of work**

Use case: Accelerate new hires' empowerment



Step 1

Break the audience down into **segments** depending on the start date, the location, and the job position to ensure each new employee is on the correct onboarding path



Step 2

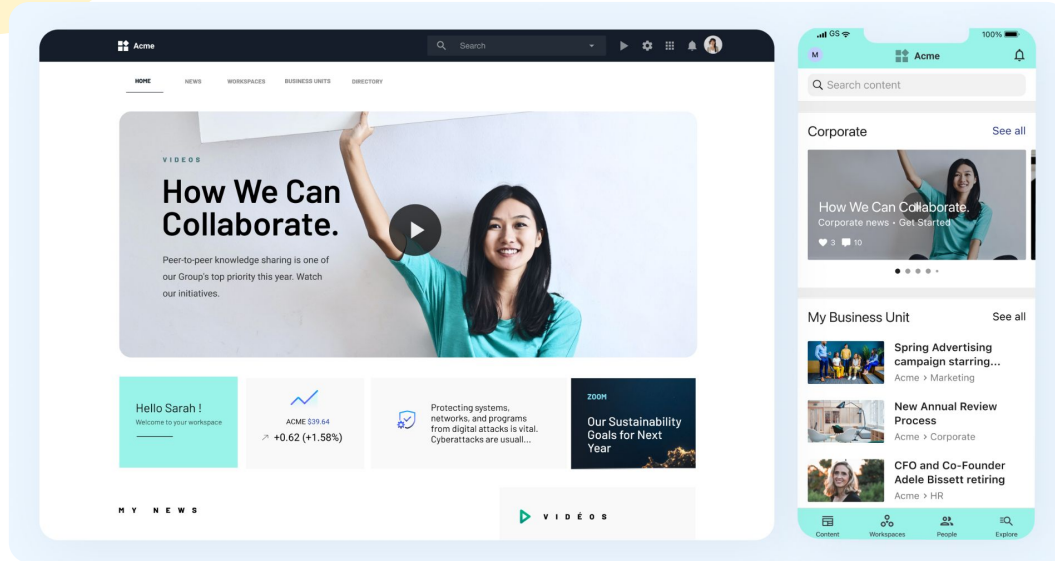
Save time by using the **no-code, flexible automation engine** that allows you to create Journey templates that send automatic reminders and calendar invites (stakeholders included, such as buddies, managers, and more)



Step 3

Meet employees where they are through **multi-channel and multi-device delivery** (Slack, Microsoft Teams, Google Chat, email, push notifications on mobile)

LumApps is the only AI-powered intranet packaged solution that enables employees to **understand** company goals, **act** on their work, and **grow** with the organization.



Partnering with leaders



Recognized by leaders



Adopted by leaders

