

Innovative Ideas and Innovation Management with edison365ideas



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- Innovation & Innovation Management
- edison365ideas
- Demonstration
- Deploying edison365 ideas
- Next Steps

Why ideation & innovation?

Companies that fail to innovate risk irrelevance & extinction
That's the stark truth in the era of "digital disruption"



Stay competitive



Improve the workplace



Engage employees



Provide better services



Create new products



Reduce operational costs

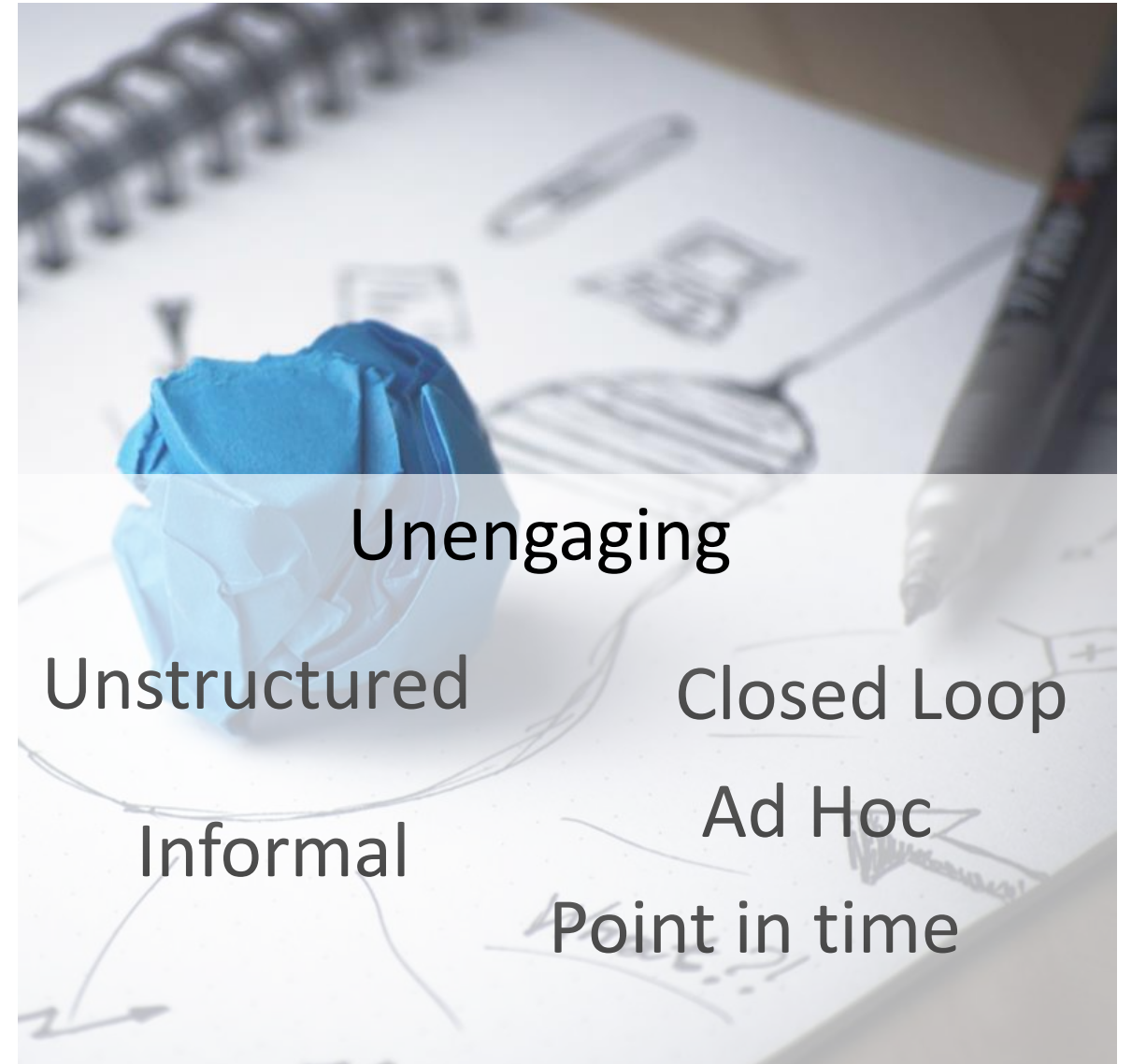


edison365
ideas

How do organizations currently innovate?

A combination of:

- Suggestions boxes
- Surveys
- Project teams
- Email inboxes
- Hackathons



How **edison365 ideas** helps



Aligns innovation to strategy



Harnesses the power of crowdsourcing



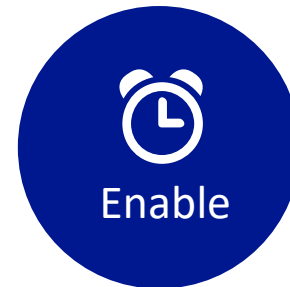
Provides measurable results



Standardizes the approach



Engages the whole organization



Enables ideation anytime, anywhere

What is edison365ideas?



An innovation management platform that leverages existing Microsoft technology investments to deliver crowdsourced idea intake and evaluation



What is edison365?



A modular suite of solutions that accelerates business transformation by leveraging existing Microsoft investments.



edison365

edison365**ideas**

Part of the end-to-end edison365 suite



Strategy



Ideation



Justification



Delivery



Benefit



edison365**ideas**



Easy to use



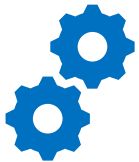
Cloud based



Available in minutes



Responsive design



Always up to date



Fully secure



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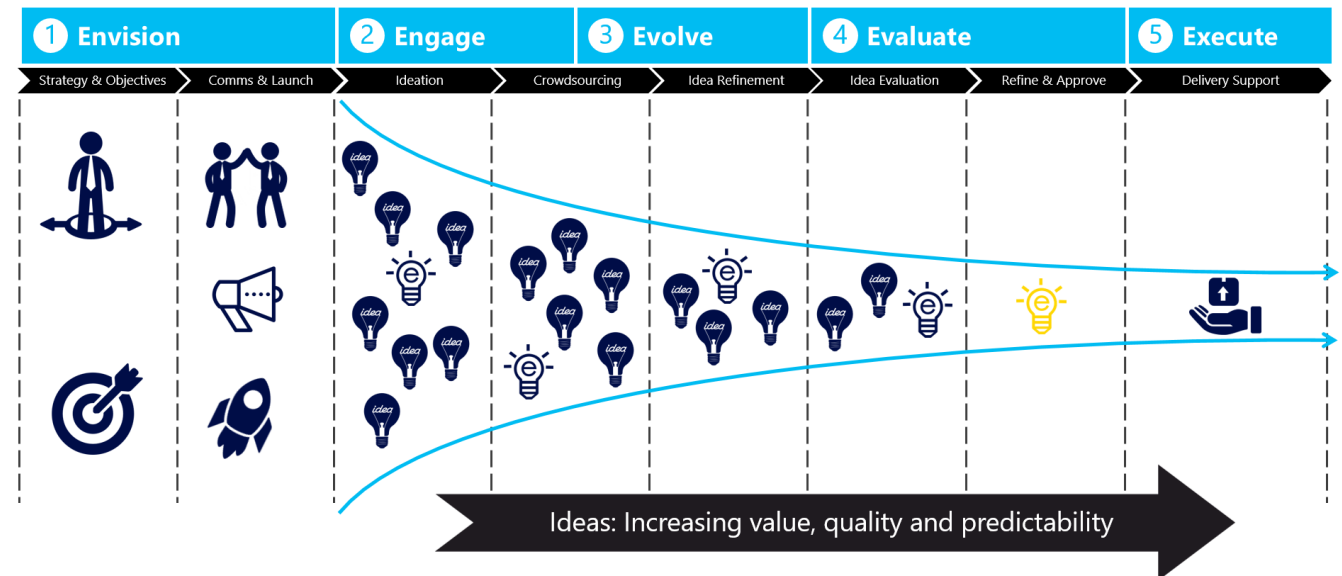
Innovation Methodology

The top-down
“Challenge” process

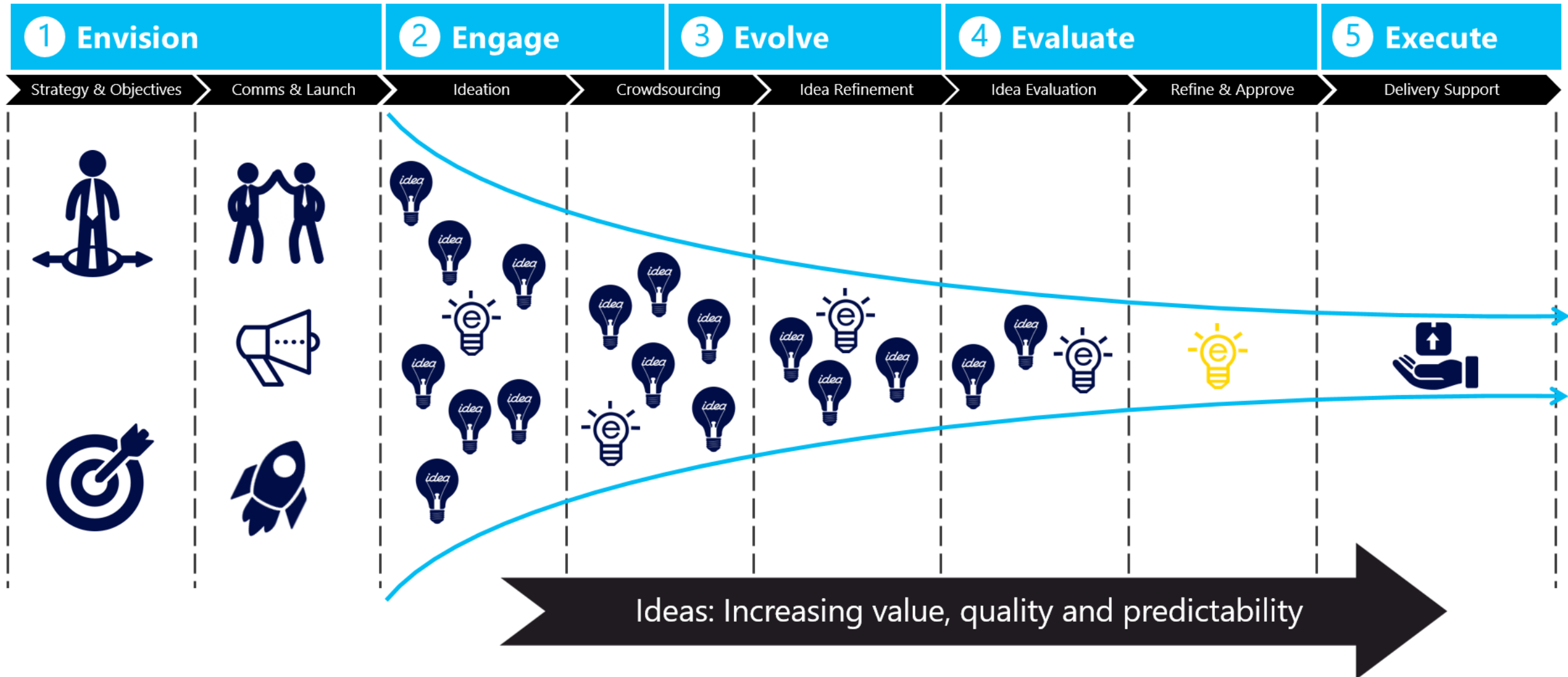


The bottom-up
“Ideas” process

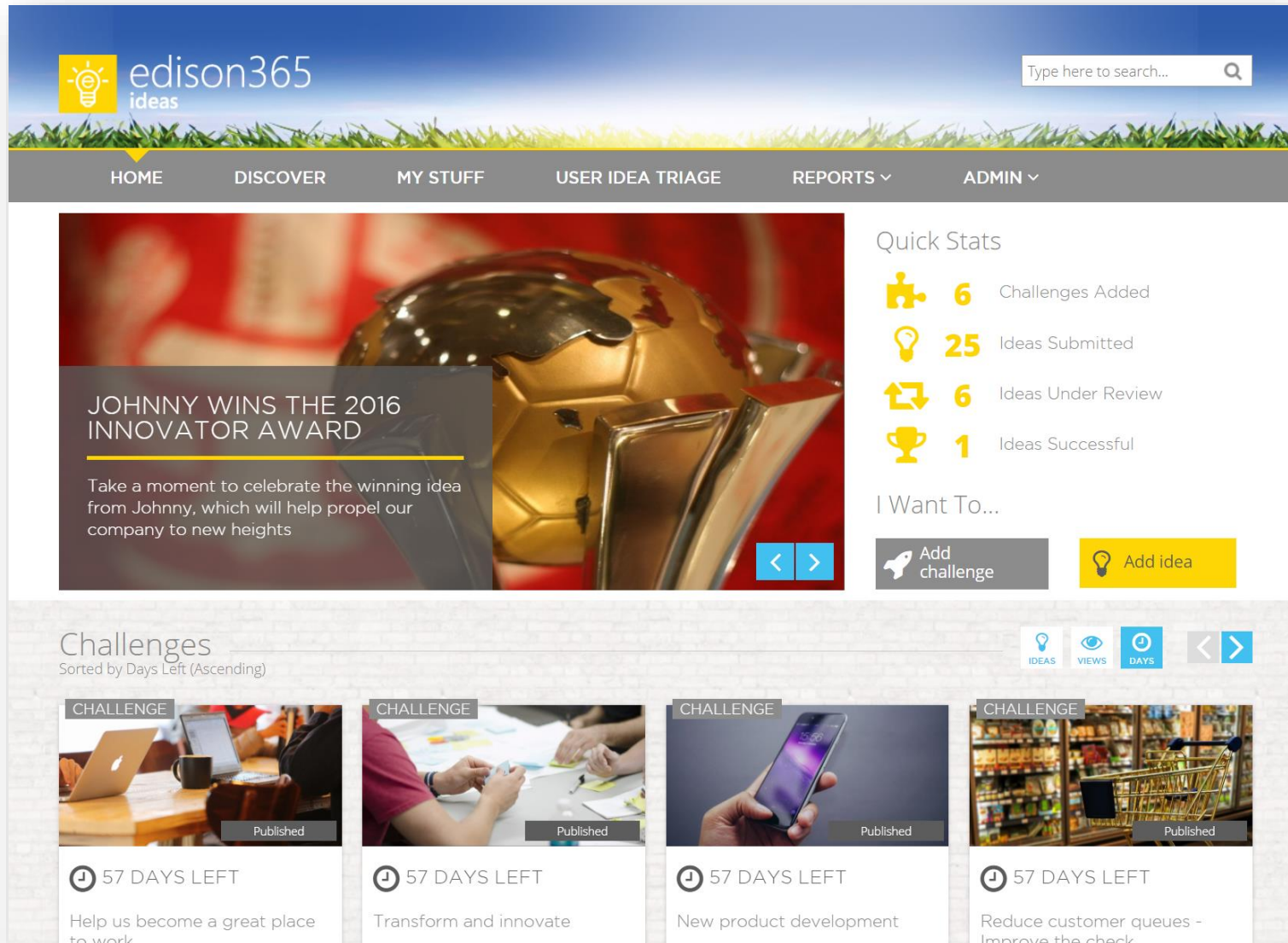
- Delivers an integrated structure & proven process that supports delivering change & innovation management
- Maximize engagement and employee participation
- Time boxed, always on, nominations, short A/B comparisons, external challenges w/ vendors, partners etc.



Innovation Methodology

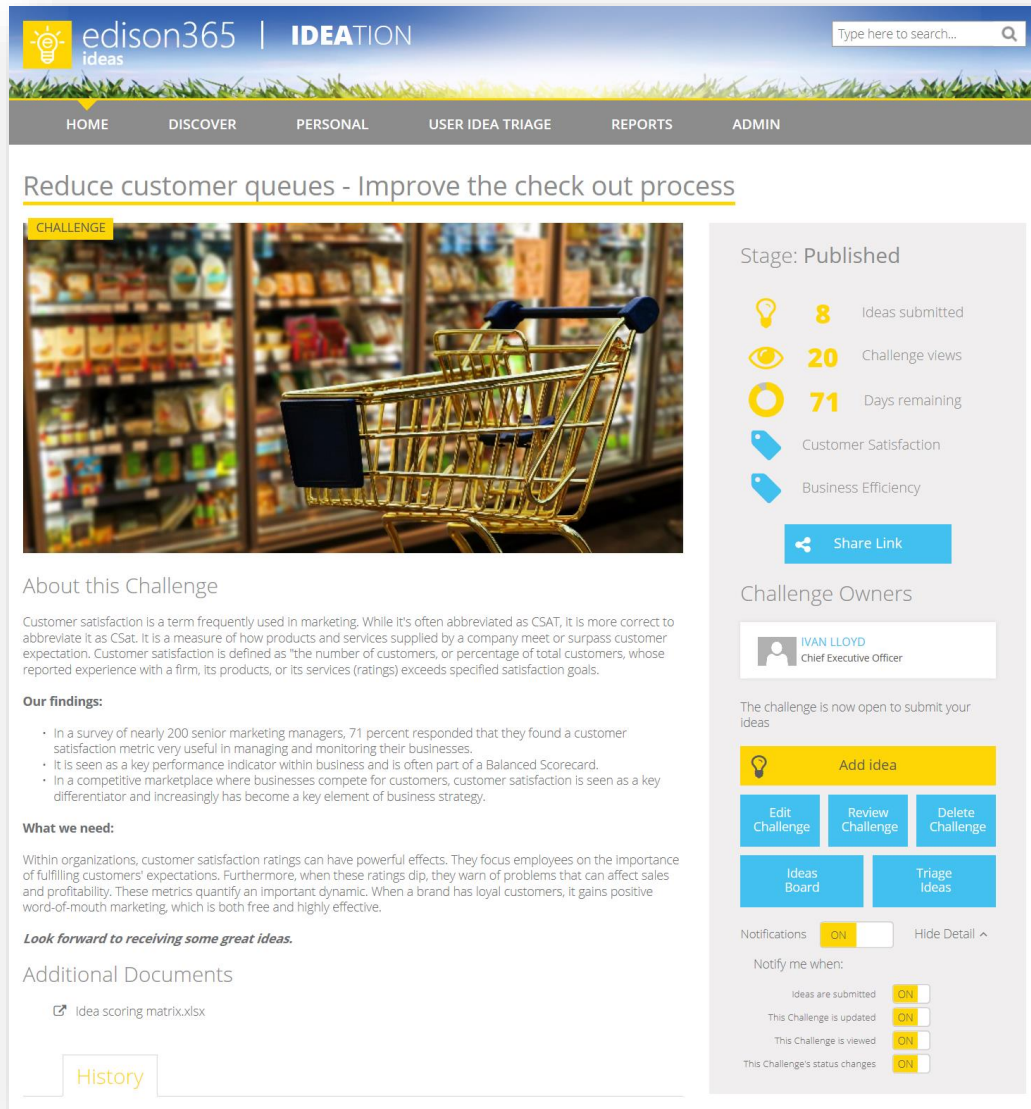


Engaging user experience



- Easy adoption & zero training
- Card based views
- Responsive design means accessible from any device
- Easily add challenges and ideas

Top down innovation supported by challenges



The screenshot displays the edison365 IDEATION web application. The header includes the logo, navigation tabs (HOME, DISCOVER, PERSONAL, USER IDEA TRIAGE, REPORTS, ADMIN), and a search bar. The main content area features a challenge titled "Reduce customer queues - Improve the check out process" with a background image of a shopping cart in a grocery store. To the right of the image, a summary box shows the challenge is "Published" with 8 ideas submitted, 20 challenge views, and 71 days remaining. It also lists tags for "Customer Satisfaction" and "Business Efficiency", a "Share Link" button, and identifies the "Challenge Owners" as Ivan Lloyd, Chief Executive Officer. Below this, a message states the challenge is open for idea submission, followed by buttons for "Add idea", "Edit Challenge", "Review Challenge", "Delete Challenge", "Ideas Board", and "Triage Ideas". A notification section allows users to toggle alerts for various events. On the left, a text block explains the importance of customer satisfaction, followed by a link to an "Idea scoring matrix.xlsx" document and a "History" button.

edison365 | IDEATION

HOME DISCOVER PERSONAL USER IDEA TRIAGE REPORTS ADMIN

Reduce customer queues - Improve the check out process

CHALLENGE

Stage: Published

8 Ideas submitted

20 Challenge views

71 Days remaining

Customer Satisfaction

Business Efficiency

Share Link

Challenge Owners

IVAN LLOYD
Chief Executive Officer

The challenge is now open to submit your ideas

Add idea

Edit Challenge Review Challenge Delete Challenge

Ideas Board Triage Ideas

Notifications ON Hide Detail

Notify me when:

Ideas are submitted ON

This Challenge is updated ON

This Challenge is viewed ON

This Challenge's status changes ON

About this Challenge

Customer satisfaction is a term frequently used in marketing. While it's often abbreviated as CSAT, it is more correct to abbreviate it as CSat. It is a measure of how products and services supplied by a company meet or surpass customer expectation. Customer satisfaction is defined as "the number of customers, or percentage of total customers, whose reported experience with a firm, its products, or its services (ratings) exceeds specified satisfaction goals."

Our findings:

- In a survey of nearly 200 senior marketing managers, 71 percent responded that they found a customer satisfaction metric very useful in managing and monitoring their businesses.
- It is seen as a key performance indicator within business and is often part of a Balanced Scorecard.
- In a competitive marketplace where businesses compete for customers, customer satisfaction is seen as a key differentiator and increasingly has become a key element of business strategy.

What we need:

Within organizations, customer satisfaction ratings can have powerful effects. They focus employees on the importance of fulfilling customers' expectations. Furthermore, when these ratings dip, they warn of problems that can affect sales and profitability. These metrics quantify an important dynamic. When a brand has loyal customers, it gains positive word-of-mouth marketing, which is both free and highly effective.

Look forward to receiving some great ideas.

Additional Documents

Idea scoring matrix.xlsx

History

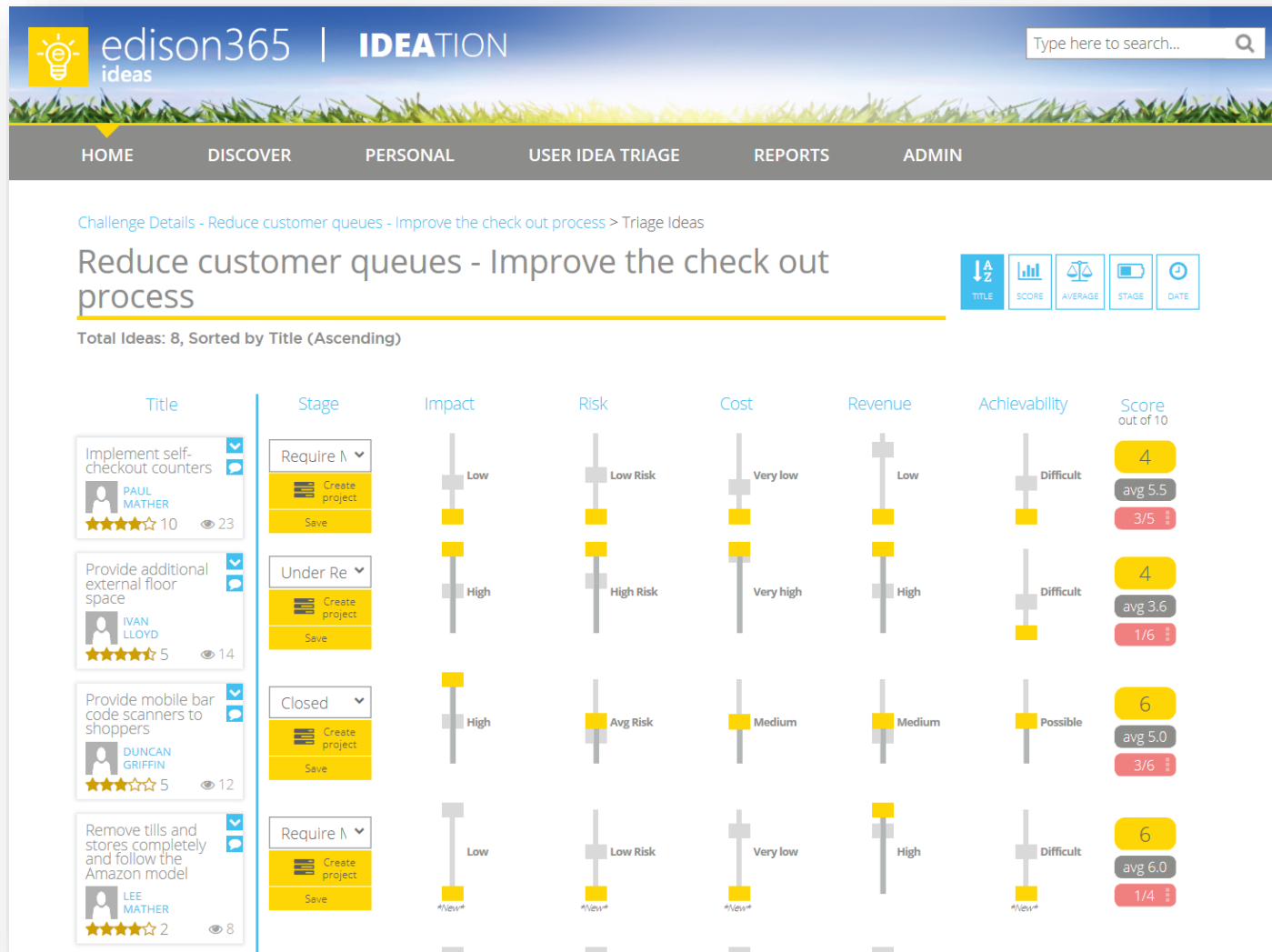
- Provide full details for a Challenge
- Attach documents / artefacts
- Define notifications
- View history e.g. the stages it has passed through
- Yammer for conversations & Delve to find out about challenge/idea owners.

Move ideas through configurable stages

The screenshot displays the Edison365 IDEATION web application. The top navigation bar includes the Edison365 logo, a search bar, and tabs for HOME, DISCOVER, PERSONAL, USER IDEA TRIAGE, REPORTS, and ADMIN. The main content area is titled "Challenge Details - Reduce customer queues - Improve the check out process > Idea Board". Below this, a "Reviewers" section shows a list of reviewers: PAUL MATHER, LEE MATHER, CHRIS ASLETT, and DUNCAN GRIFFIN, with a "+ Reviewers" button. The main board is a Kanban-style view with columns for different stages of idea progression: Draft (0), New Idea (1), Under Review (2), Closed (0), Awarded (2), Require More Information (1), and Backlog (1). Each column contains idea cards with titles, reviewer avatars, star ratings, and view counts. For example, in the "Under Review" column, one card is titled "Use a credit card to pay for my groceries" by CHRISTOPHER POND, rated 5 stars with 9 views. Another card in the "Awarded" column is titled "Implement self-checkout counters" by PAUL MATHER, rated 8 stars with 19 views. The interface allows for drag-and-drop movement of ideas between these stages.

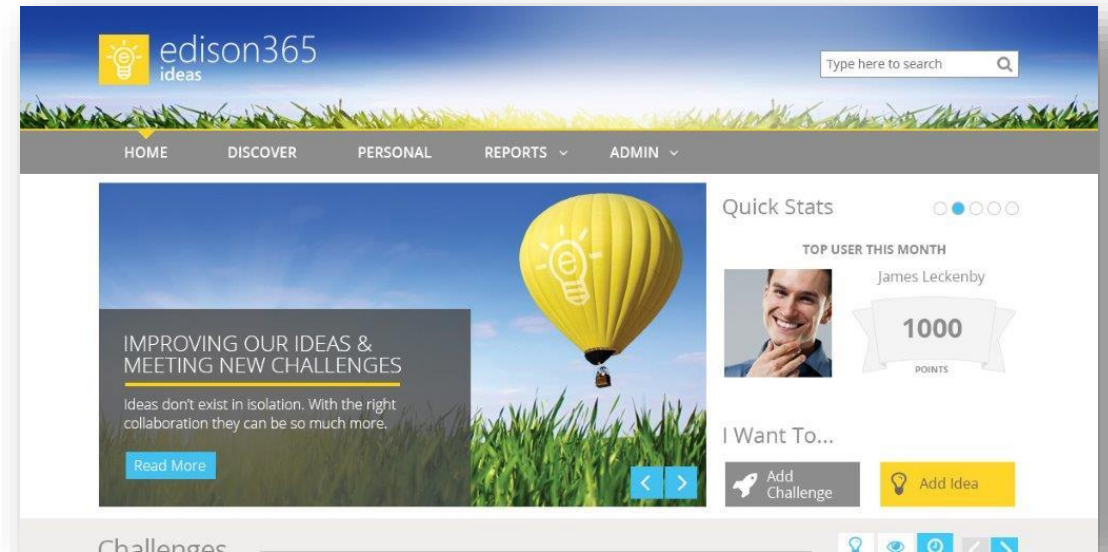
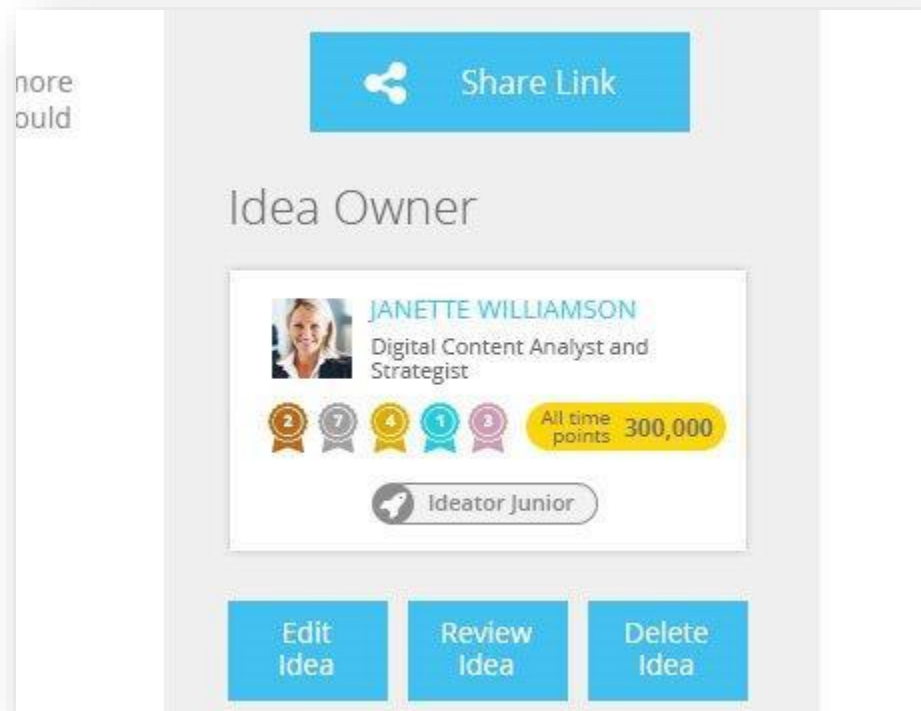
- Review all Challenge Ideas in a single view
- Drag and drop to different stages, collecting more info at each stage.
- Assign and track specific reviewers
- Notifications

Rank and advance the best ideas



- Review all ideas for a challenge with a single triage view
- Score each against definable company ratings matrix
- Yellow highlights your score
- Grey highlights average score from across the review team
- Slider bars for fast visual ranking

Full gamification (optional)



Personal dashboard



- View all of your content in one place, as well as your required actions
- If enabled, personal gamification data are also visible.
- Easily create new ideas / challenges
- Request or edit audience membership & notifications.

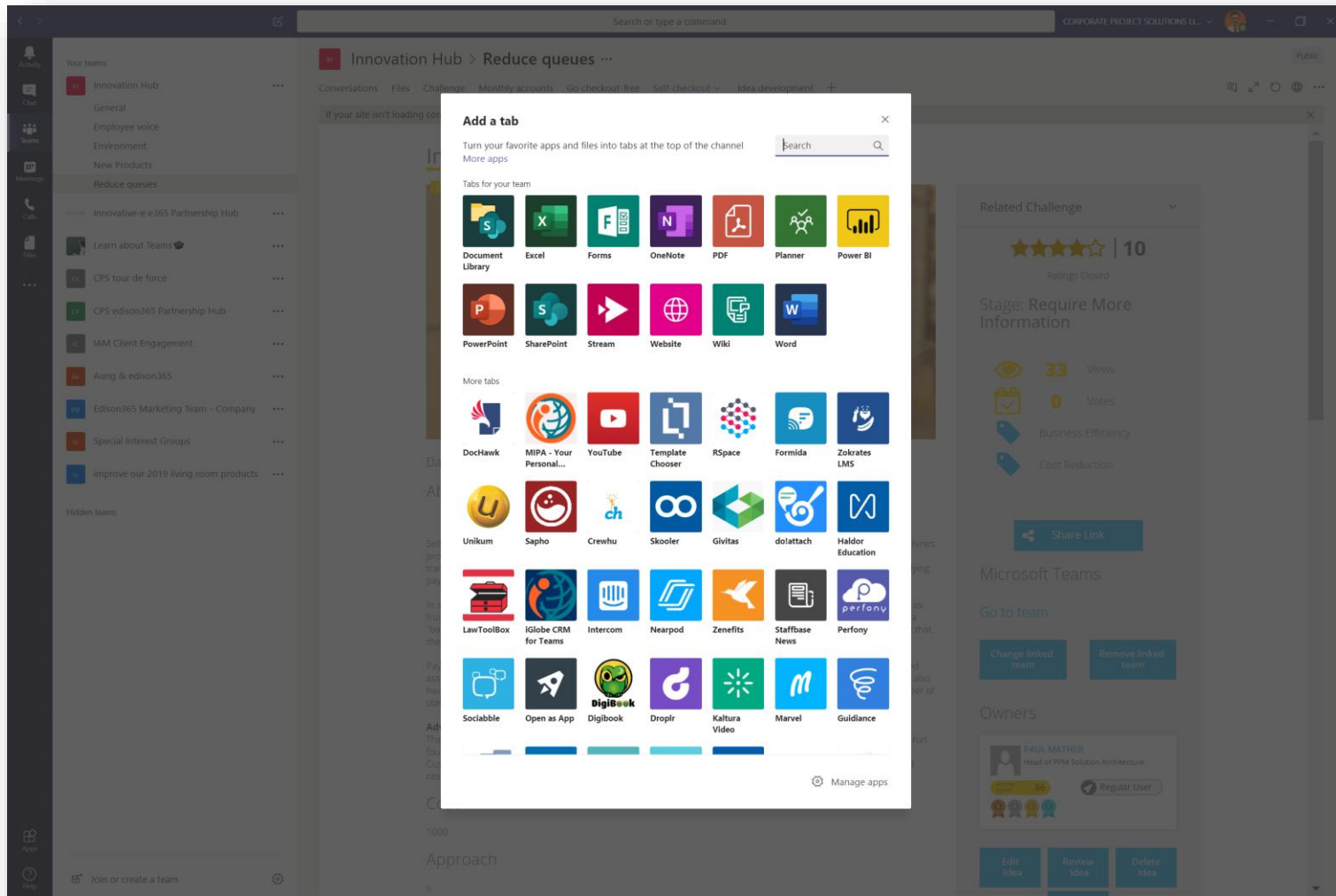
Full Teams integration

The screenshot shows the Innovation Hub interface within a Teams environment. The left sidebar displays 'Your teams' with a list of teams including 'Innovation Hub', 'General', 'Employee voice', 'Environment', 'New Products', and 'Reduce queues'. The main content area shows the 'Reduce queues' challenge details, including a list of ideas and their scores.

Idea	Stage	Impact	Risk	Cost	Revenue	Achievability	Score out of 10
Create Checkout free stores IVAN LLOYD ★★★★☆ 6 21	Under Rev	High	Avg Risk	Low	Medium	Difficult	5.5 avg 6.9 1/7
Implement self-checkout counters PAUL MATHER ★★★★☆ 10 33	Require M	High	Avg Risk	Very high	High	Easy	7 avg 6.7 4/10
My Wawanesa TAD HAAS ★★★★☆ 4 4	Awarded	Low	Low Risk	Very low	Low	Difficult	0 avg 6.5 0/5
Provide additional external floor space IVAN LLOYD ★★★★☆ 7 17	Under Rev	High	Avg Risk	High	Low	Possible	4.5 avg 5.0 5/9
Provide customer pay monthly accounts PAUL MATHER ★★★★☆ 6 10	New Idea	Medium	High Risk	Low	Low	Possible	3.5 avg 4.3 1/9
Provide mobile bar code scanners to shoppers DUNCAN GRIFFIN ★★★★☆ 6 15	Under Rev	Low	Avg Risk	Very high	Low	Easy	3 avg 5.6 3/8
Remove tills and stores completely and follow up	Awarded	High	Low Risk	Very high	Medium	Easy	7

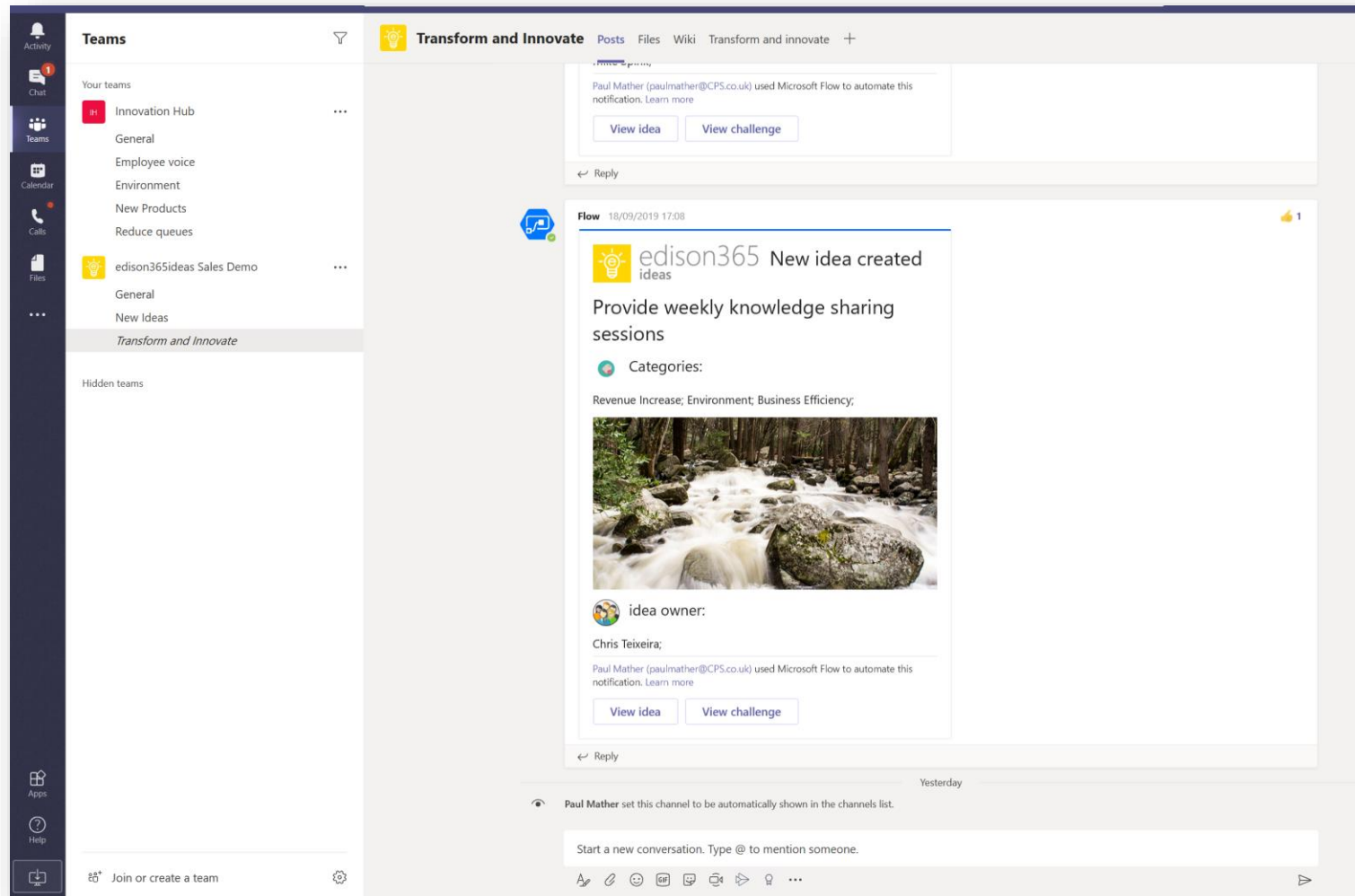
- Embed Challenges & Ideas as tabs within Teams.
- Leverage the full suite of MSFT productivity solutions with other integrated tabs.
- Storage of data in SharePoint Online allows easy integrations with MSFT Power Automate (Flow)

Full Teams integration



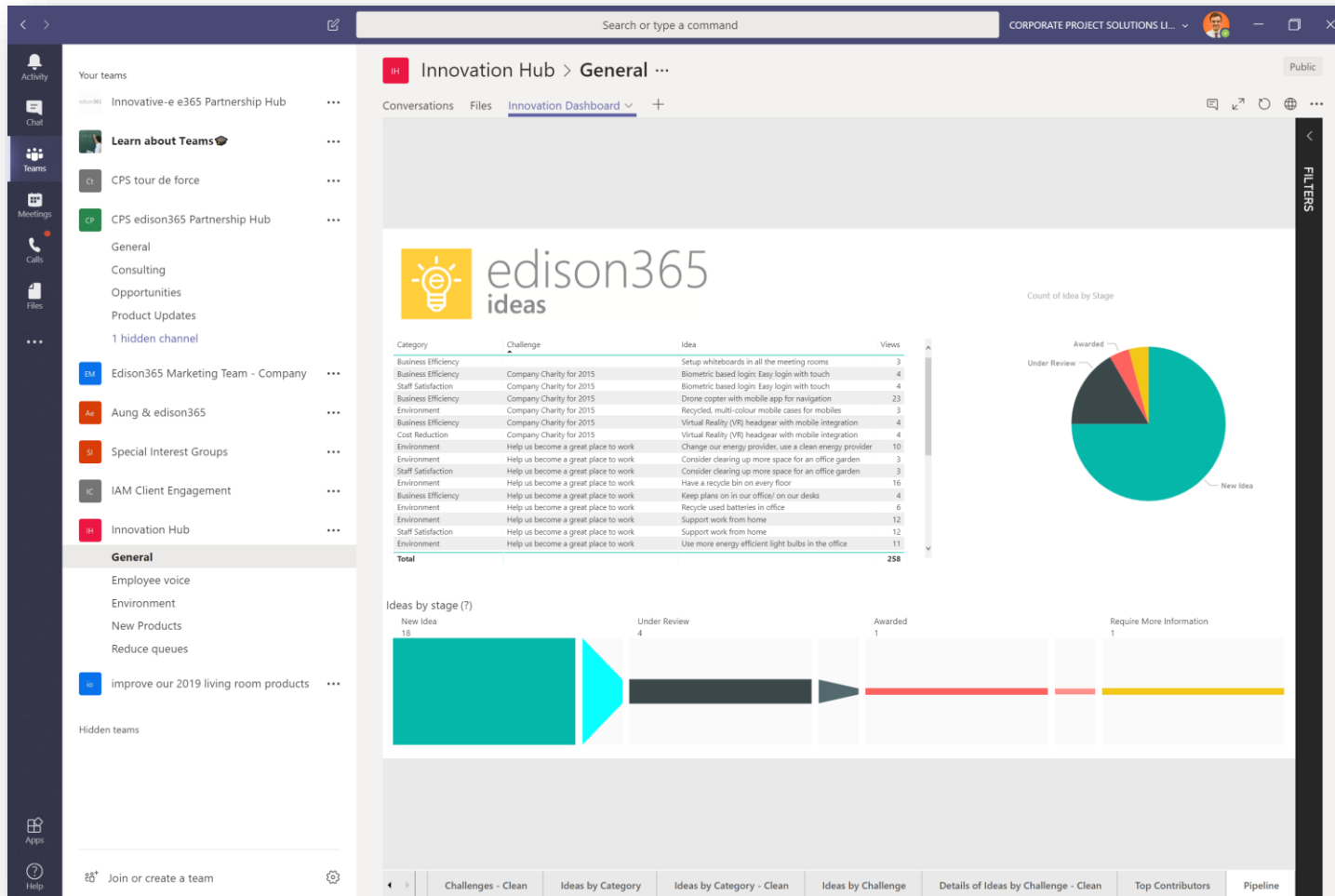
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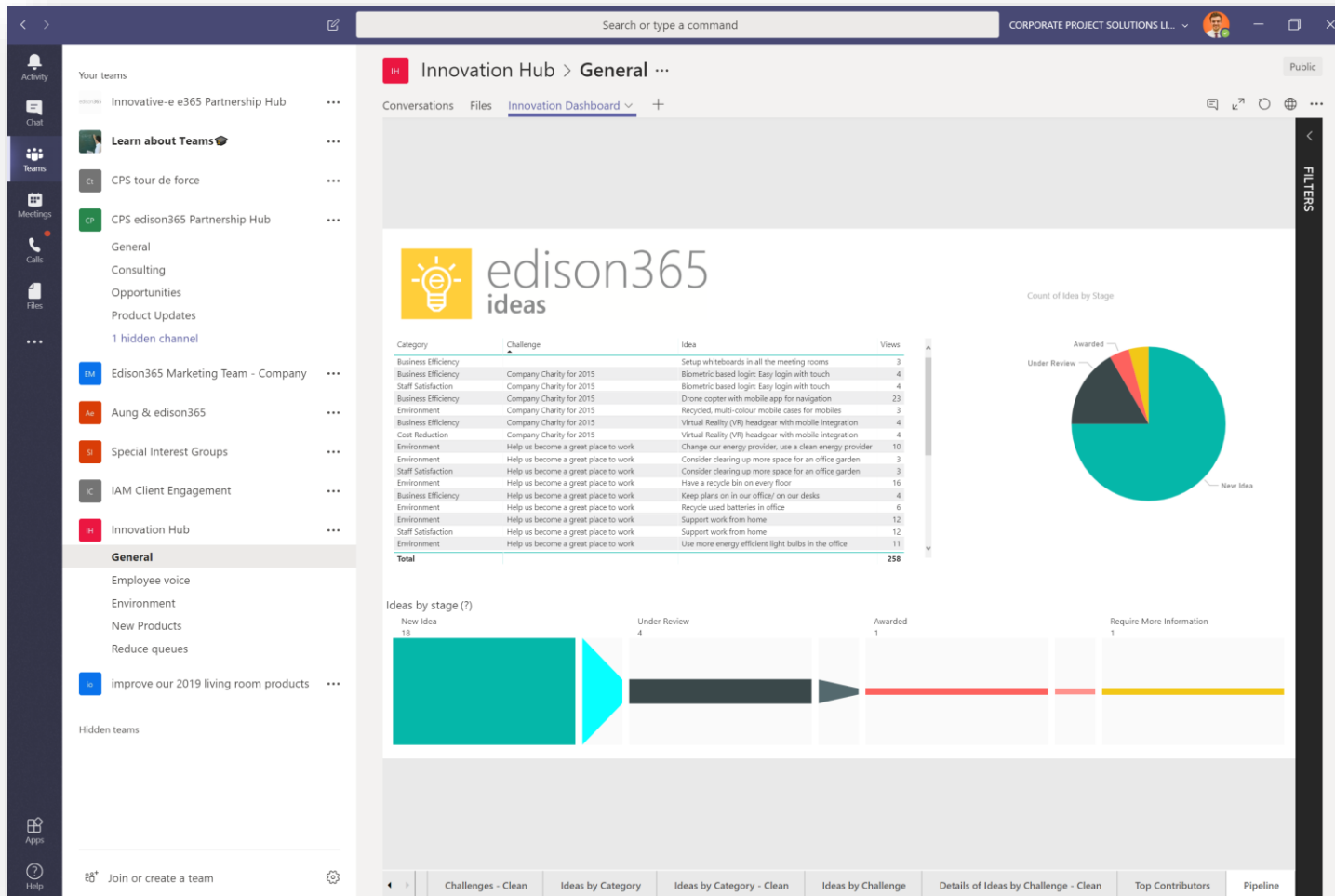
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Power BI reports pack



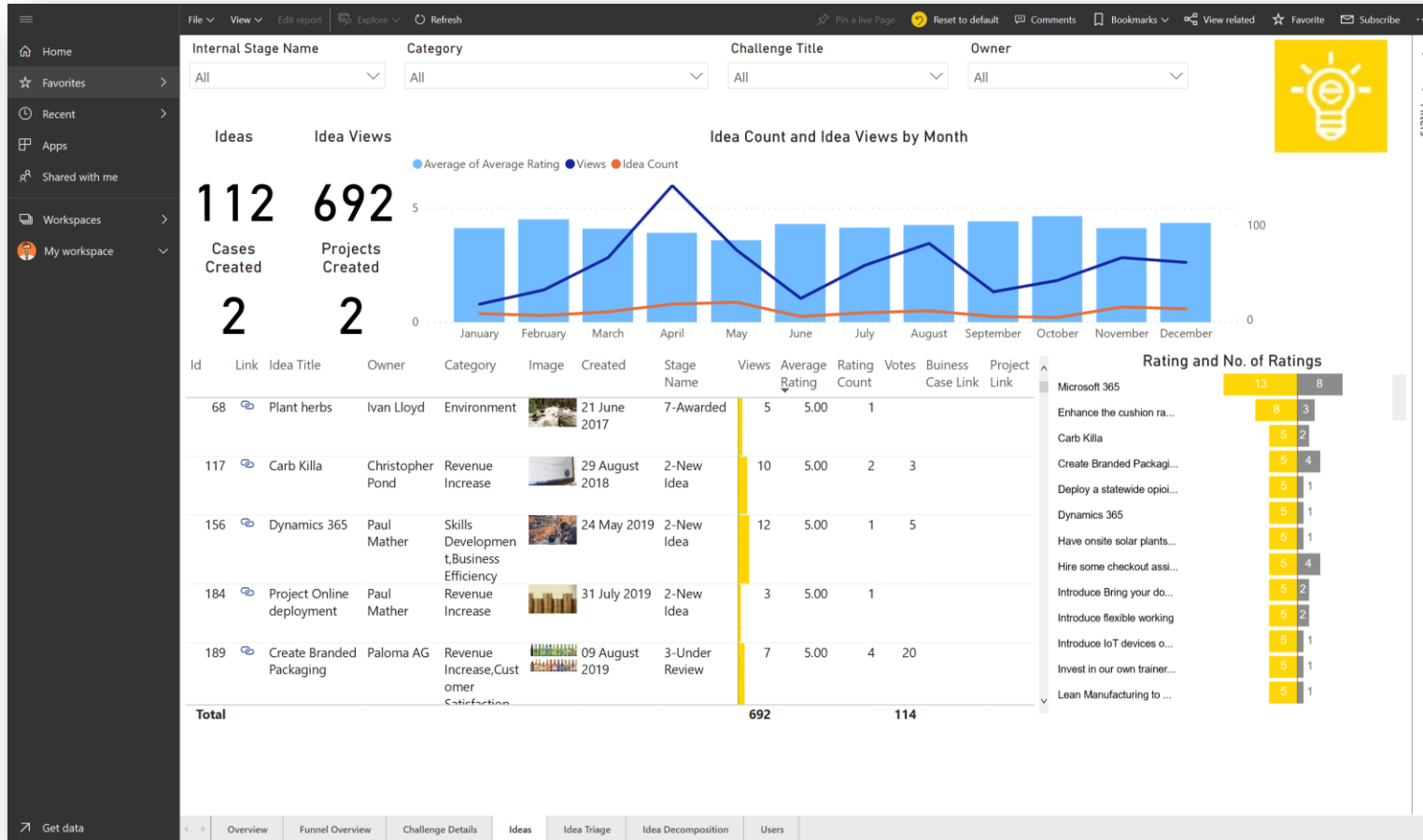
- Roll-up reports accessible via Teams or within the edison365ideas client.
- SPO data storage allows easy integration with existing reporting processes & platforms.

Reporting



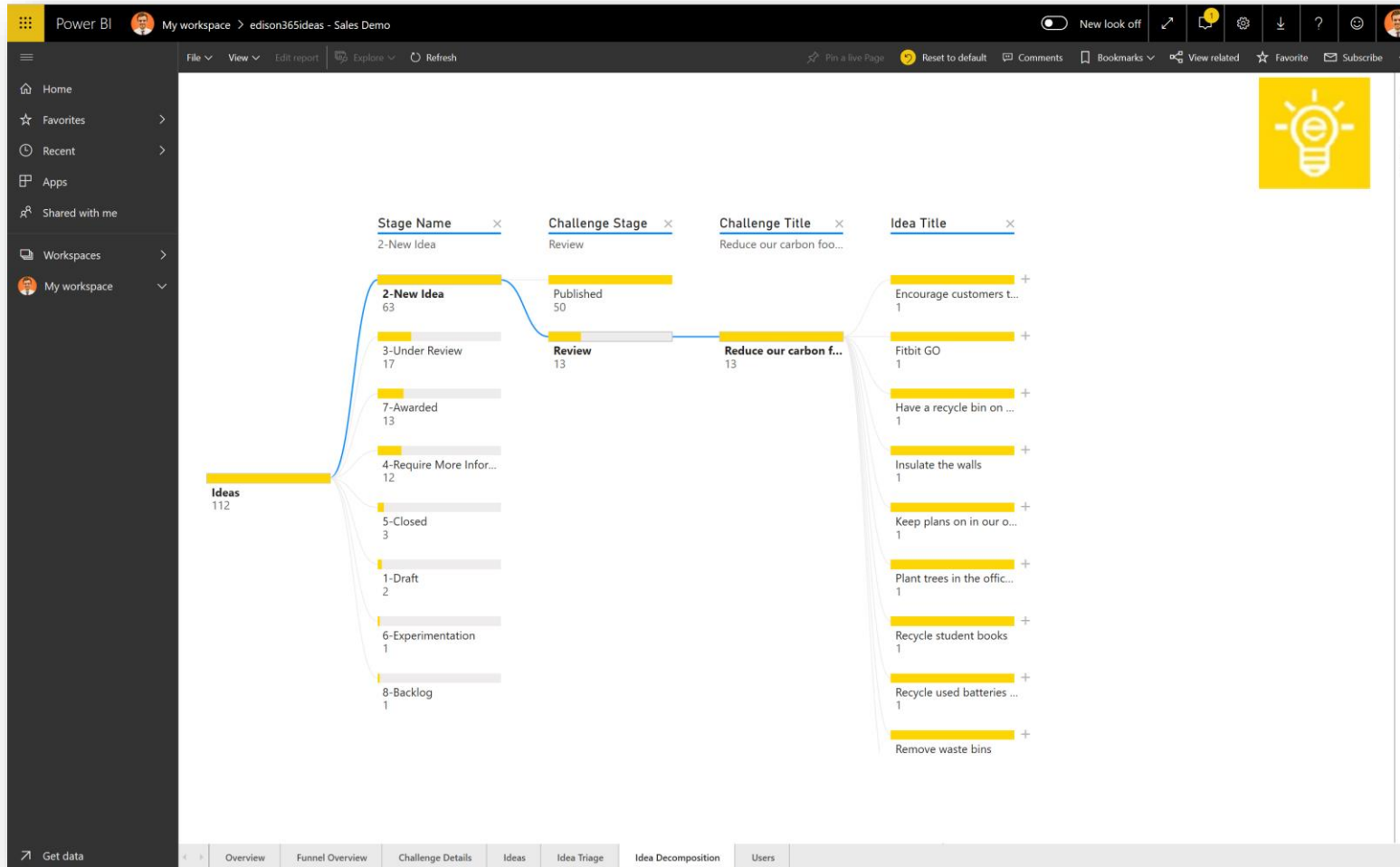
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Support, Updates & Roadmap



Continuous Innovation



edison365 continues to evolve with customer feedback & regular product updates



Enhancements in line with Office 365 product roadmap & updates (Evergreen)

Microsoft Teams, Business Case & Benefits



Zero maintenance / custom development overhead



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Some Case Studies



COAL, MINERALS AND RENEWABLE
ENERGY

edison365 is the perfect
solution provider for us.

"With 6,000 users across multiple locations and with varying technical capabilities it was essential that the idea platform we selected was user friendly.."



MANUFACTURING AND RESEARCH &
DEVELOPMENT

edison365ideas ticks all the
boxes

"Nothing else that we reviewed or tested matched our requirements, edison365ideas is delivering over and above what we need and expected..."



MANUFACTURING AND RESEARCH &
DEVELOPMENT

Making adding ideas
simple and quick was vital

"edison365's alignment with our strategic platform, Office 365, made perfect sense. We are really excited by the opportunities the platform presents."



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Next steps

- Follow-up demonstrations / Q&A
- Select a team for pilot
- Get deploying!

A complete innovation to delivery solution
to empower employees



Unlock
creativity



Built for
teamwork



Integrated
for simplicity



Secure



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ideas

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