![MODO logo]

CIOs Guide

A Seamless Transition to Hybrid Work

Amidst sweeping changes to the workplace, companies have re-configured office spaces and policies with an emphasis on flexibility and collaboration. Mobile apps, which have been quietly on the sidelines helping employees do their jobs for several years, have taken a central role as the hub of information and tools serving to empower, enable and elevate employees in the new hybrid workplace.

At Modo we're working alongside companies like **Goldman Sachs**, **Okta** and **Merck**, which built on their mobile workplace apps to ease employees' transition, deepen their engagement and fuel their success. Here we've compiled some of Modo's customers' mobile app best practices for helping employees make the most of their days and organizations make the most of their dynamic spaces.
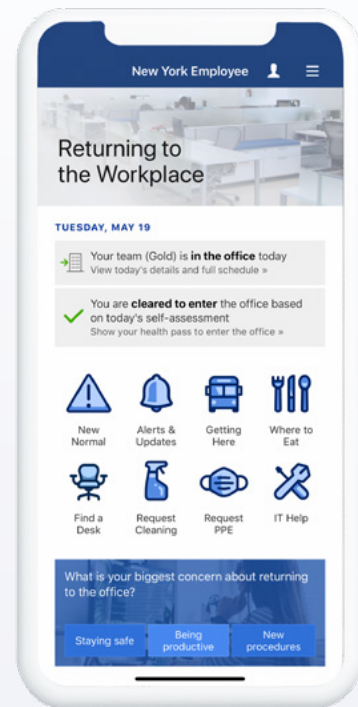
1 Deliver a single, all-in-one app people want to use.

While employees adjust to many new policies and practices, juggling multiple mobile apps with different interfaces further complicates re-entry. Delivering a single mobile app as the central hub of the new workplace experience across all locations, with tools and information to navigate all aspects of their days, streamlines and speeds the transition. Give them one screen where they can view their workday schedule, expand it to see colleagues' schedules and edit or cancel bookings.

In addition to a UI employees love to use, Modo's in-app integrations with enterprise systems they tap every day to process work orders, submit tech support tickets and more deepens their engagement. Modo also provides internal launch and marketing plans to drive app adoption and use.

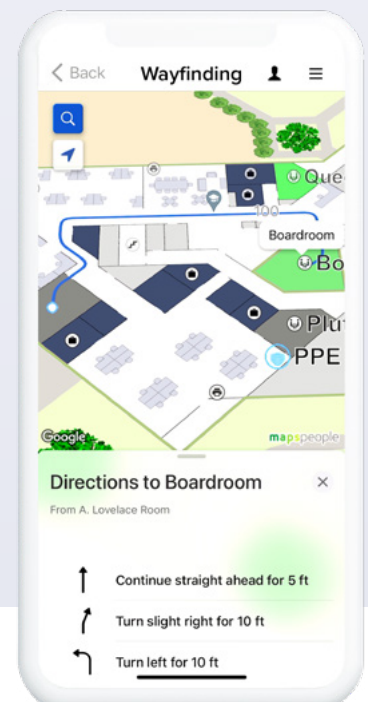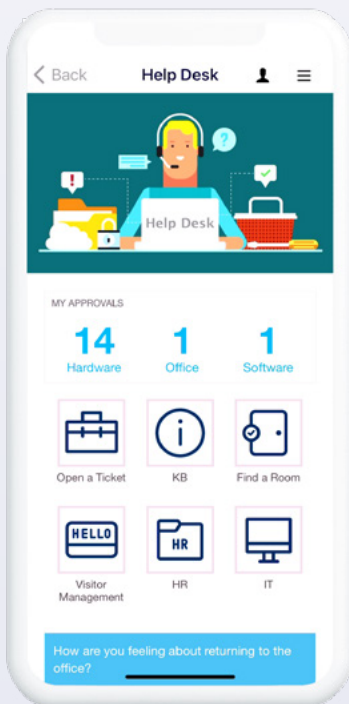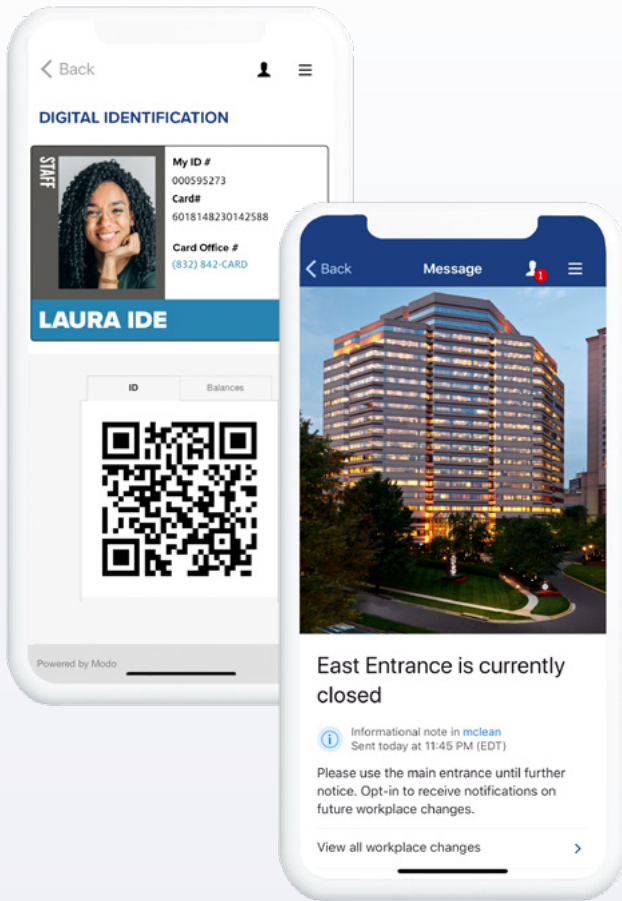# 2 Make navigating re-configured spaces easy and bookings seamless.

Physically the office may look the same, but employees will have a completely different experience in the building. To help inform decisions and welcome employees to new neighborhood setups, Modo customers are providing interactive maps to enable outdoor-to-indoor navigation, density checks for shared spaces, and touchless mobile entry for instant access. They're also creating virtual tours so employees and visitors can experience spaces and new entry/check-in procedures before they arrive.

To optimize space and amenities, pre-set available rooms for hybrid meetings based on attendee profiles and AV needs, and enable your app to automatically release rooms for no-show bookings. Integration with Zoom, EMS and other in-house systems, along with employees' ability to pre-set preferences for spaces, meals, parking and transit, streamlines reservations.

Health self-assessments, vaccination tracking, and touchless mobile entry keep everyone moving through facilities in compliance with wellness protocols.

3 Localize and personalize to make the app more useful and build relevance and trust.

A mobile app is the single most effective way to share timely information and adjust quickly to dynamic environments because it can use beacons and geofencing to trigger localized alerts and real-time messaging about the status of certain areas of the building as employees approach them. Integrate with in-office systems to enable in-app access to help desk ticketing, work order completion and other work processes, deepening employee engagement with the app. Use personalized dashboards to motivate employees around progress-to-goals based on JIRA, Teams and other apps. In-app reminders can also help nudge behaviors, reminding people to complete health attestations, or to confirm and release bookings.
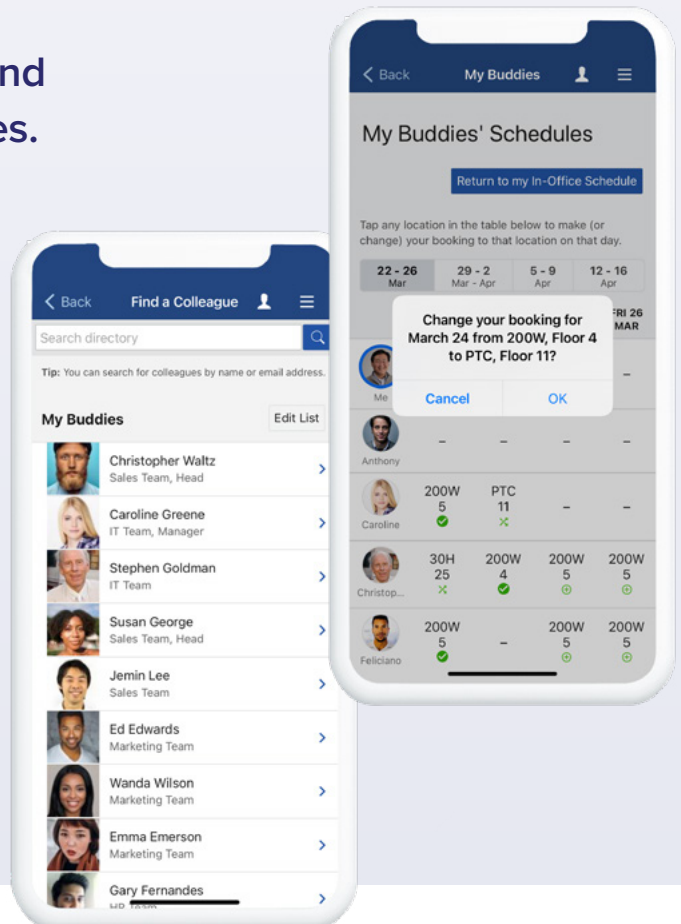
4 Create collaboration opportunities and provide company culture touchstones.

Flexible schedules mean teams will have some members working remotely and others in-office. It's important to make sure the informal collaborations that lead to innovation are still happening. Modo customers make it easy for their teams to get together with tools to see who's working when/where and align schedules and locations. Pre-populated 'buddy lists' with the ability to easily add, remove, and rearrange bring people together.

In-app tools for employee onboarding and ramp-up introduce new employees to company culture whether they're remote or in-office, and social sharing and gamification provide touchpoints to keep everyone connected to the organization and each other.
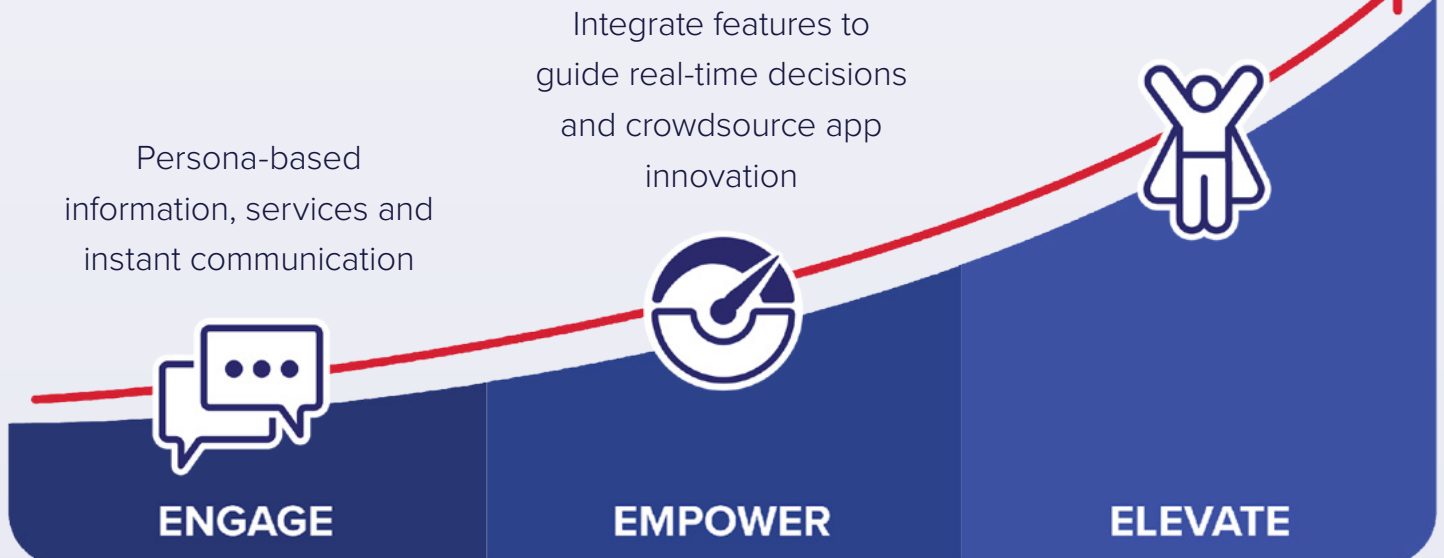
5 Launch quickly and evolve at your own pace.

Whether you're delivering a mobile workplace app for the first time or expanding it to address the new needs of hybrid work, getting useful tools into employees hands quickly is the top priority. Modo's app building platform is designed so citizen developers can easily deliver a comprehensive digital experience at scale. You can curate, manage and update your app without one line of code. Create and deploy once across native apps and multi-platform web, update easily, and integrate across systems to deliver a unified digital experience. Start with the out-of-the-box Modo Workplace solution and lean on the extended Modo community's support, services and guidance to evolve to a fully customized app over time.

The Typical Journey of a Workplace App

Motivate users to succeed with dashboards and hyper-personalization

Integrate features to guide real-time decisions and crowdsource app innovation

Persona-based information, services and instant communication

ENGAGE

EMPOWER

ELEVATE

No-code to Low-code: Rapidly create a unified digital experience for remote and returning students and staff with out-of-the-box ready tools

Fully customizable: Motivate and elevate your employees to succeed with hyper-personalized digital experiences

Why Modo?

Fortune 1000 companies and top universities use Modo's platform as the foundation of their unified personalized mobile app experiences. Here are some of the reasons why.

No coding skills required
Your domain experts are empowered to build and maintain your app. Anyone, regardless of technical skills, can deliver a function-rich, branded app in weeks and update it to keep it fresh.

Workgroups and granular delegation
Streamline app creation with agile workspaces for organizing, delegating and deploying content. Efficiently manage admin roles, approval workflows and coordinate deployment.

Layered personas and personalized dashboards
Deliver hyper-personalized app experiences for everyone in your community.

Exceptional service and support
Modo's go-live customer support team 24x7 to make your app a success at launch and beyond.

Powerful, comprehensive security
Easily scale your app to multiple locations and hundreds of thousands of users while ensuring maximum protection of digital content and personal information.

Deploys at enterprise scale
Elastic AWS infrastructure that as your user population grows, so does your capacity.

Supports commercial marketplace
Create a safe, secure, tailored digital marketplace where your employee community can buy and sell items and exchange funds.

The impact of 2020 radically changed in-office work. With a unified mobile app you can empower employees to enjoy productive, collaborative in-office time while making the most of your dynamic spaces.

To attract and retain top talent and get the most value from your digital workplace app, make sure your solution unifies essential HR, facilities, communications and employee services, provides relevant, personalized information and is easy for non-technical members to create, maintain and evolve.

Let Modo Workplace help you unify your workforce and transition quickly and smoothly to hybrid models and spaces.

Visit modolabs.com/workplace today!

communications@modolabs.com

1 (866) 391-6636 (MODO)

www.modolabs.com

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