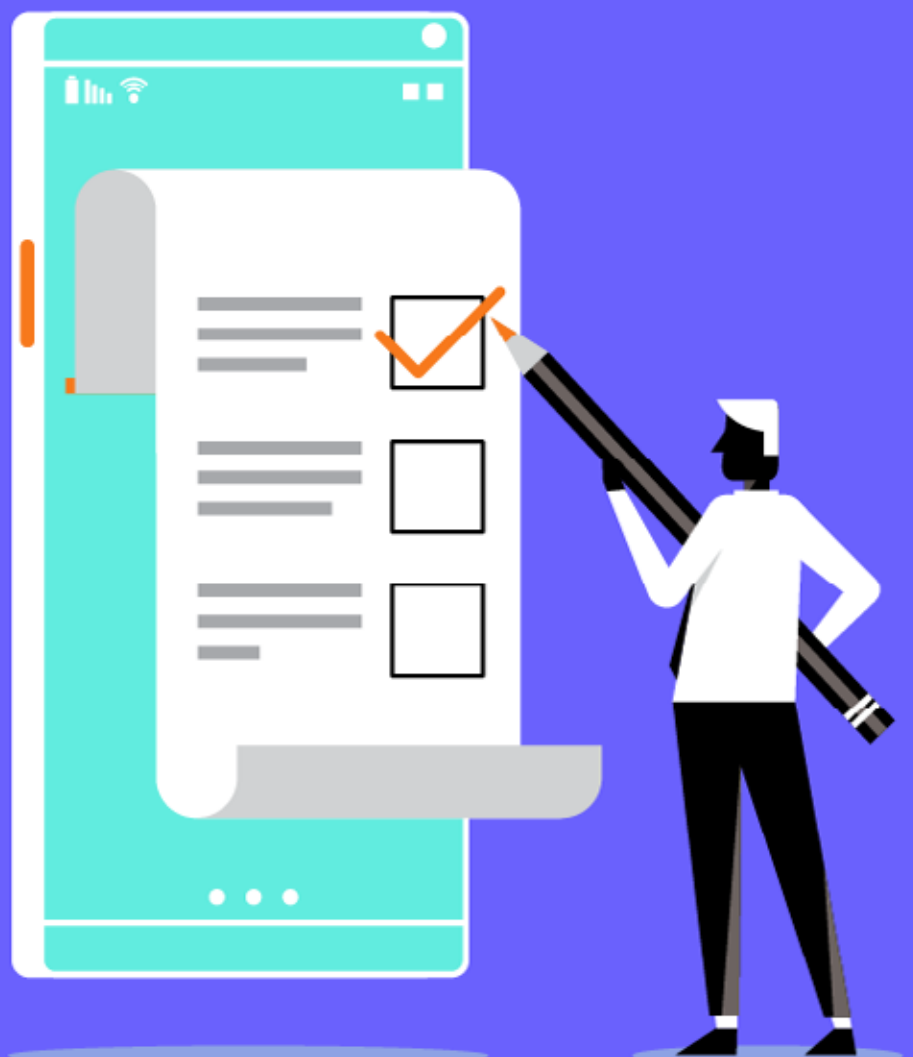

Use cases

Understanding how
Mumba can create
value for you



Introducing Mumba

A faster, simpler way to HR

Frontline work shouldn't feel like navigating a maze of systems, logins, and manual processes. Yet for many that's the daily reality, scattered tools, fragmented communication, and time lost on repetitive admin.

Mumba changes that. HR leaders, managers, and frontline teams get a single, mobile-first platform that brings everything together. Streamlined access, uplifting compliance, making your HR simpler, faster and way more human-friendly.

Tap, tap... done!

Connect all HR tools and systems in one place.

Effortless Communication

Reach everyone with targeted, trackable messages.

Smart Compliance

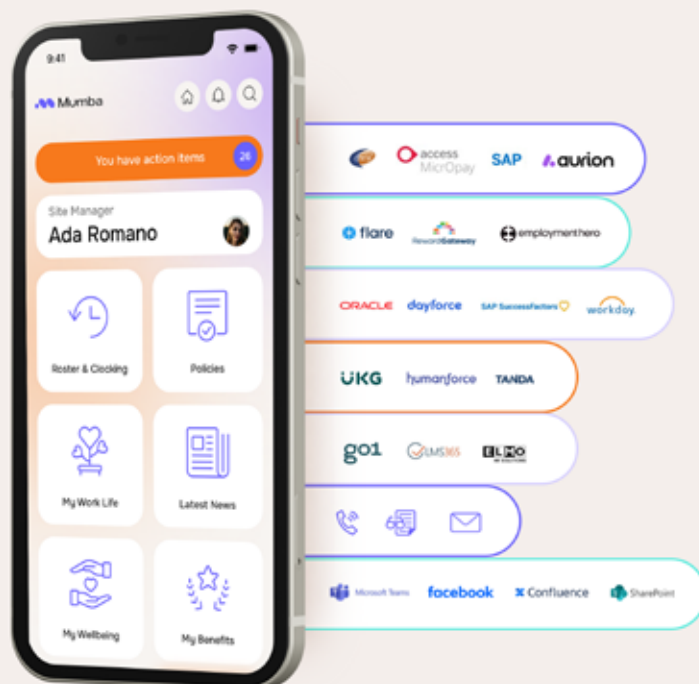
Automate policy tracking and acknowledgments.

Manager Empowerment

Equip managers to lead with confidence.

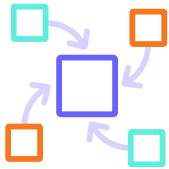
Safety First

Enable quick, mobile-friendly incident reporting and health updates.



Example implementation demonstrated - Mumba's advanced customisation features ensure your instance of the app is aligned to your brand; give it a name, use your logos and define a visual style that's uniquely you!

Mumba helps HR leaders, operations teams and frontline workers do their best work



Smarter, Simpler HR Streamline HR ops, automate admin and reduce complexity.

- [Streamlined Systems & Resources](#)
- [HR Tech Optimisation & Insight](#)
- [Emails, Phone Calls & PDF Digitisation](#)
- [Manager Enablement & Training](#)



Manage Compliance, Reduce Risks Stay audit-ready, remove manual compliance effort.

- [Compliance & Policy Management](#)
- [Safety & Incident Reporting](#)
- [Psychosocial Risks & Mental Health](#)
- [Sexual Harassment Reporting](#)



Communicate and Engage Reach every team, build clarity, culture and connection

- [Automated Engagement & Messaging](#)
- [Corporate Communications](#)
- [CEO Messages](#)
- [Two-Way Comms & Feedback](#)



Onboard, Develop and Retain Set people up for success. Grow and keep them.

- [New Starter Onboarding](#)
- [Manager Enablement & Training](#)
- [Recognition & Culture Building](#)
- [Wellbeing & EAP Engagement](#)



Effortless Change Management Roll out updates, restructure or scale fast - no chaos!

- [Change Management Support](#)
- [Corporate Communications](#)
- [Streamlined Systems & Resources](#)
- [Two-Way Comms & Feedback](#)

Streamlined Access to Systems & Resources

From system sprawl to one-tap access

Specific Uses

- System access hub
- HR platform linking
- Single sign-on entry
- Mobile access to resources
- Role-based destinations

It shouldn't take six clicks to find a pay slip, a phone call to remember where the LMS login lives. But for too many employees, navigating HR systems means guesswork, bookmarks, and constant back-and-forth with managers or HR. Mumba simplifies that journey; giving every employee one starting point for everything they need.

The Problem

Most HR teams rely on a stack of platforms. One for policies. One for learning. Another for scheduling. Each with its own login, structure and user experience. The result? People don't use them. Or they keep asking where to go. HR becomes the default helpdesk, and important tasks fall through the cracks.

How Mumba Solves This

Mumba unifies access. You can connect your existing platforms; payroll, learning, rostering, benefits, and more;

[Connect Mumba's 50 action tiles to any system](#) - payroll, time & attendance, intranet, EAP, LMS, safety, policies and more

[Use deep linking + SSO](#) to send employees directly into the correct page of each system without extra logins

[Design navigation around the employee experience](#) - group tools by purpose (e.g. "My Pay", "My Time", "My Learning"), not vendor names

[Increase third-party system usage](#) by over 35% simply by making access easy

[Reduce support queries](#) - employees can solve problems themselves (e.g. download payslips, check leave, update personal info)

[Minimise change management](#) - if a system changes, just update the tile link. Employees don't even notice

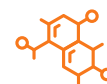
Why It Matters

When employees don't waste time figuring out where to go, they complete tasks faster, engage more with what's offered, and reduce the burden on internal teams. One business [cut HR-related support tickets by 64 percent within two months](#) of rolling out streamlined access through Mumba.

Mumba features



Easy navigation



Connect any system via SSO



Super fast, mobile-first



Role-specific navigation

HR Tech Optimisation & Insight

From disjointed systems to one smart, connected experience

Specific Uses

- Centralised access hub
- Usage analytics
- Search across your stack
- System adoption tracking
- Visibility for HR leaders

Every HR team has tools, but that doesn't mean they work together. People waste time navigating multiple logins, jumping between platforms, or asking HR where to find things. Even with the best tech stack, the experience can feel broken. Mumba brings it all together, so your systems feel like one.

The Problem

Modern HR teams rely on a growing list of systems: LMS, payroll, benefits, comms, policies, scheduling, intranet and more. But when those systems don't connect, the experience suffers.

Employees don't know where to go. Usage drops. HR ends up fielding constant questions or duplicating work. And when no one has visibility into what's being used (or not) it's hard to make confident decisions about what to keep, change, or improve.

How Mumba Solves This

Mumba acts as the single front door to your HR stack, giving every employee one place to start, no matter what they need to do;

[Track usage of all linked HR systems](#) - see clicks, traffic, and uptake across payroll, T&A, LMS, intranet, safety, EAP and more

[Monitor what employees are searching for](#) - and identify gaps in content or system access

[Create heatmaps by site, department, or role](#) - showing which areas are underutilising key tools

[Report on adoption and engagement](#) of all systems and processes, policies, comms, training, - all in one place

[Benchmark campaign performance](#) - e.g. training completions, comms acknowledgements, policy read rates

[Enable targeted interventions](#) - help HR teams support the right people, at the right time, with the right message

Why It Matters

When HR systems are easy to access and use, adoption goes up, confusion goes down, and the volume of incoming support requests drops. Teams move faster, onboarding runs smoother, and employees are more self-sufficient.

One customer **reduced helpdesk queries by 67%** and retired three redundant tools after six months of visibility.

Mumba features



Unified system access



Usage and adoption analytics



Detailed search reports

Emails, Phone Calls & PDF Digitisation

From process paralysis to automagical

Specific Uses

- Onboarding forms
- Leave and shift requests
- HR policy updates
- Equipment checklists
- Site-specific acknowledgements

Emails, phone calls and PDFs are the hidden time sink of HR. They're printed, scanned, emailed, and stored in disconnected folders. For managers and employees, it's frustrating. For HR, it creates gaps, delays and lost information. Mumba brings every form into one digital flow, so the work gets done faster... and nothing gets missed.

The Problem

Every day, teams rely on processes that should have been digitised years ago. From onboarding paperwork to site compliance and uniform requests, forms and requests float around in email chains or wait on desks for signatures. HR has no visibility on what's complete. Managers waste time chasing. Employees lose trust in the process.

How Mumba Solves This

Mumba lets you digitise and distribute forms through the same platform your people already use. From simple acknowledgements to complex multi-step submissions, you can;

Digitise any process, form or email - we do the setup, mapping your existing process into a simple, mobile form with all the right fields

Collect the correct info upfront - no more chasing missing attachments or incomplete data

Send as emails if required - so payroll, HR or ops teams still receive submissions in their usual workflow

Track every request - with full visibility for admins

Easily maintain or update forms - customers can manage their own forms after setup

Why It Matters

When emails, PDFs and phone calls are digitized into forms, they become fast and easy to access, compliance improves, admin time shrinks, and HR can actually see what's going on.

One organisation **reduced manual handoffs by 85 percent** across its workforce and eliminated paper forms entirely within three months.

Mumba features



Mobile-ready forms



Pre-filled user fields



Submission tracking



Drag and drop interface

Manager Enablement & Training

From unsupported to confident, capable leaders

Specific Uses

- Local leadership comms
- Manager onboarding
- Coaching and upskilling
- HR message delivery
- Tracking compliance follow-through

When managers are well-informed, confident and empowered, everything works better - culture, performance, and day-to-day operations. But in most organisations, people leaders are left navigating ambiguity. And they're often under-equipped to lead change on the ground.

The Problem

Middle managers are the link between HR and the frontline - but that link is under strain.

They're expected to lead culture, support compliance, drive engagement, and coach their teams, but they're often stretched thin and left out of the loop. They miss briefings, forget to pass things on, and rarely have the tools to communicate confidently. The impact is felt across the workforce.

How Mumba Solves This

Mumba gives managers the clarity, context and confidence they need to lead well. You can;

[Push essential manager guides](#) to help with tasks like onboarding, running team meetings, coaching, and giving feedback

[Send alerts and action items](#) - "Check in with new hire", "Confirm policy compliance", "Complete return-to-work process"

[Create a central "Manager Hub"](#) - with links to policies, HR forms, leadership tips, checklists and EAP referral pathways

[Enable direct communication from HQ to managers](#) - sharing leadership messages, priorities, or expectations

[Simplify admin tasks](#) - like approving leave, escalating issues, or completing reports via digital forms

[Distribute training materials](#) - in short videos or bite-sized articles tailored to everyday scenarios

Why It Matters

Your managers are culture carriers. If they're disengaged or unclear, it cascades down to your teams. When they're confident and connected, execution improves, communication sharpens, and change sticks.

Mumba features



Targeted manager comms



Easy access to resources



Task and checklist tracking



Read receipt visibility

Compliance & Policy Management

From manual tracking to confident, always-on compliance

Specific Uses

- Policy acknowledgement
- Harassment reporting
- Psychosocial risk alerts
- Safety incidents
- Obligations mapping

When compliance is under control, HR can focus on people. But too often, staying on top of policies, acknowledgements and risks means chasing spreadsheets, sending manual follow-ups, and hoping your records hold up under pressure. Mumba simplifies it all, giving you one place to issue, track and prove compliance across your entire workforce.

The Problem

For most organisations, compliance is still a patchwork of manual effort. Policies are sent via email, read receipts get missed, and follow-ups fall through the cracks. You don't know who's seen what. You don't know where the gaps are. And when audit season arrives, it's a mad scramble to piece it all together.

This creates risk for the business, stress for HR, and zero confidence in the process.

How Mumba Solves This

Mumba takes the weight off. It lets you distribute policies and critical information to the right people, collect digital acknowledgements, and track everything in real time. No more guesswork. No more chasing. Features include;

[Distribute policies and procedures](#) in a rich, mobile-first format

[Use hard acknowledgements to confirm](#) that employees have read and accepted content

[Auto-remind non-compliant users](#) with nudges and escalation paths

[Track acknowledgements and completions in real-time](#)

[Capture psychosocial and safety risks via custom digital forms](#) - submitted from the field, anonymously if required

[Report and analyse trends](#) by department, site or role to proactively address risk

[Stay audit-ready](#) with time-stamped trails and exportable reports

Why It Matters

When compliance is automated and visible, it no longer drains your time or keeps you up at night. HR can act with confidence. Leadership can see the data. And employees know exactly what's expected of them.

One enterprise customer saw a 78% drop in follow-up workload and a 100% completion rate on mandatory policy tasks.

Mumba features



Policy assignment



Read and accept tracking



Auto reminders



Compliance analytics and reports

Safety & Incident Reporting

From paper-based plodding to fast and field-ready

Specific Uses

- Hazard reporting
- Workplace incidents
- Safety alerts
- Real-time escalation
- Audit trail documentation

When issues happen on the ground, time matters. But most reporting systems are clunky, outdated or disconnected from frontline workflows. Mumba gives every employee a simple way to report safety concerns directly from their phone, so nothing gets missed and action can happen faster.

The Problem

Safety reporting often lives in clipboards, inboxes or lagging internal forms. That means hazards go underreported, investigations get delayed, and leadership only hears about problems when they escalate. For frontline-heavy teams, the friction is even higher, few have time to stop what they're doing, let alone fill in paperwork or chase follow-ups.

How Mumba Solves This

Mumba makes safety reporting part of the daily workflow. Employees can log incidents from their device in just a few taps, triggering immediate alerts and a clear escalation path. HR, Safety or Operations benefit from;

[Create customised mobile safety forms](#) for hazards, near misses, injuries, and more

[Capture the right data the first time](#) - including photos, location, category and severity

[Enable QR code access](#) - place codes in break rooms, vehicles or equipment to launch forms instantly

[Report anonymously](#) if required, to support psychological safety

[Analyse safety data to spot trends](#) and take proactive action

Why It Matters

Great safety culture starts with easy reporting. Mumba helps you surface hazards early, respond faster, and prove due diligence, without adding admin to your teams.

One customer [doubled incident reporting rates in under six weeks](#), with faster closeout times and stronger frontline engagement.

Mumba features



Mobile incident logging



Push notifications



Easy access to systems



Custom Forms with uploads

Psychosocial Risks

From HR obscurity to visible, accessible mental health support

Specific Uses

- Mental health resources
- Policy updates
- Psychosocial alerts
- Support service access
- Workplace wellbeing guidance

Psychosocial risks and mental health aren't always visible, but they're always present. Stress, fatigue, burnout, and trauma hit frontline and deskless workers hardest. Mumba makes support resources, policies, and updates accessible to every employee, wherever they are.

The Problem

Most businesses have some form of psychosocial risk policy, but it's buried in folders, lost in onboarding packs, or posted once and forgotten. Employees don't know what support exists, what's expected of them, or how to access help.

For high-risk roles and remote teams, this gap can be serious - for wellbeing, safety, and the organisation's duty of care.

How Mumba Solves This

Mumba lets you put mental health content where people will actually see it. It's about creating psychological safety - not just checking a box, with features like;

Centralise policies & training - keep psychosocial risk policies, mental health resources, and WHS training in one mobile-first app.

Ensure visibility and acknowledgement - use Hard Acknowledge to confirm employees read critical updates, with full audit trails.

Track engagement in real time - monitor who's viewed, acted, or needs a nudge, with real-time compliance reports.

Enable confidential reporting - let employees report psychosocial concerns early with secure, custom forms sent to HR or WHS.

Automate action items - assign tasks like training or form submission, with automatic tracking and reminders.

Capture and store evidence - Keep digital records of acknowledgements, training completions, and actions for audits.

Why It Matters

Mental health is now a regulatory priority - but more importantly, it's a human one. When support resources are easy to access and expectations are clearly communicated, employees feel safer, HR can act earlier, and the business builds a more resilient culture.

One organisation **saw a 38% increase in proactive resource engagement** across their shift-based teams.

Mumba features



Push notifications



Mobile-friendly resource hub



Searchable content library



Require acknowledgement

Sexual Harassment Reporting

From fear and silence to safety

Specific Uses

- Anonymous reporting
- Direct-to-HR alerts
- Mobile-first submissions
- Audit-friendly record trail
- Psychological safety support

When harassment goes unreported, it doesn't disappear, it gets worse. Employees stay silent because they're unsure where to go, don't feel safe, or think nothing will change. Mumba provides a secure, accessible way to speak up, helping HR respond quickly and confidently.

The Problem

Traditional reporting channels are slow, confusing, and intimidating. Printed forms, emails, or verbal reports make employees hesitate,, especially those in frontline or mobile roles.

The result is silence. HR only hears about issues after they escalate. Legal risks increase, culture erodes, and those affected feel ignored and powerless.

How Mumba Solves This

Mumba makes it safe and simple to report inappropriate behaviour from anywhere. Features include;

Centralise policies - Store or link to your sexual harassment and workplace behaviour policies in one mobile-first app.

Track acknowledgements - Use our Hard Acknowledge feature to confirm employees have read and accepted policies and training, with full visibility.

Push training with action items - Assign and track required training via in-app action items that employees can complete anytime, anywhere.

Enable confidential reporting - Use secure, custom-built forms so employees can report concerns quickly and privately, even from a mobile device.

Maintain a digital paper trail - Export detailed logs of acknowledgements, actions, reports and completions for compliance and audit purposes.

Why It Matters

Giving people a trusted way to report issues isn't just best practice; it's a duty of care. Mumba helps you take that seriously, by making it easier for people to speak up and for your teams to follow through.

One customer saw a **3x increase in early issue identification** and resolution in the first three months of rollout.

Mumba features



Confidential submission form



Hard acknowledgement buttons



Require acknowledgement



Create action items

Automated Engagement & Messaging

From spray and pray to targeted, trackable engagement

Specific Uses

- CEO announcements
- Localised team updates
- Safety & alert comms
- Engagement campaigns
- Feedback collection

When employees don't hear clearly from the business, alignment suffers. Culture weakens. People feel out of the loop. Mumba helps HR and leaders cut through.

The Problem

In too many organisations, internal communication still feels like a broadcast. Messages go out - but you don't know who saw them, what landed, or what was missed. You rely on emails no one opens, intranets no one visits, and word-of-mouth that doesn't scale.

And when your workforce is dispersed or deskless, the challenge only gets harder. Critical updates, culture messages, and local announcements simply don't get through - and you're left wondering if your people are even in the loop.

How Mumba Solves This

Mumba makes internal communication feel like a modern, intelligent system - not a loudspeaker. You can reach every employee directly on their device, with features like;

[Schedule communications](#) - e.g. weekly updates, monthly safety tips, or "message from the CEO" posts

[Trigger messages based on lifecycle events](#) - e.g. Day 1 onboarding welcome, Day 30 check-in, work anniversary acknowledgements

[Auto-send reminders for incomplete action items](#) - like policy acknowledgements, training, or form submissions

[Target content dynamically by role, location or department](#) - without duplicating effort

[Combine messaging with action](#) - e.g. send a message with an embedded form, video, or survey

Why It Matters

When communication is targeted and measurable, people stay informed, connected and aligned. HR saves time, frontline teams stay in sync, and leaders get heard.

One customer managed to [double their read rates across their mobile workforce](#), without adding another system to manage or changing their cadence or content of their approach.

Mumba features



Audience segmentation



Mobile push notifications



Structured feedback



Message tracking

Corporate Communications

From low visibility to high-impact

Specific Uses

- Company-wide announcements
- Crisis and change updates
- Executive messaging
- HR and ops initiatives
- Cascading site-level info

Reaching everyone in your organisation shouldn't feel like guesswork. But when communication is fragmented across email, intranets and flyers, things get missed. Mumba helps you deliver company-wide messages with clarity, consistency and confidence... so everyone stays in the loop, no matter where they work.

The Problem

Email open rates are low. Intranets go unchecked. Notices only work if someone happens to walk past. And when updates matter, new policies, business changes, urgent alerts, these gaps become real risks. The bigger or more decentralised the workforce, the harder it gets to be heard.

How Mumba Solves This

Mumba gives internal comms teams the control and visibility they need. You can;

[Publish comms as rich articles or short updates](#) - embed videos, images, links, documents and more

[Send real-time push notifications](#) - directly to employees' phones

[Use action items and hard acknowledgements](#) - for mandatory policies and critical updates

[Target messages to specific roles, locations or teams](#)

[Control engagement](#) - choose whether to allow likes and comments or keep messages streamlined

[Track everything](#) - see who viewed, acknowledged or ignored a message, in real time

[Build comms hubs](#) - dedicated areas for initiatives like Safety, Culture, Inclusion or Leadership Messages

Why It Matters

Clear internal communication builds alignment, trust and action. With Mumba, there's no more relying on managers to cascade messages, or hoping people check email.

One business [lifted message read rates from 27 percent to 89 percent](#) in the first month using Mumba as their comms engine.

Mumba features



Targeted delivery



Engagement tracking



Video and messages



Push notifications

CEO Messages

From disconnected to visibly engaged

Specific Uses

- Executive updates
- Vision and strategy sharing
- Leader-led campaigns
- Crisis and change messaging
- Culture and values alignment

When employees hear directly from their leaders, it builds connection, trust and alignment. But in large or distributed organisations, those moments are rare. Mumba gives your leadership team a direct line to the entire workforce, from one message to thousands, instantly and visibly.

The Problem

In many organisations, CEO updates are filtered through layers of management, buried in email, or only shared during annual town halls. The message loses its power, or misses large sections of the workforce entirely. Employees are left guessing where leadership stands... especially during moments of change or uncertainty.

How Mumba Solves This

With Mumba, executives can deliver key messages directly to staff; whether it's a video, a written note, or a simple update, you can;

[Send messages straight to employees' phones](#) - as video, text, or rich media articles.

[Use action items with acknowledgements](#) - so employees are required to tap "Acknowledge" to confirm they've seen and read the message. Ideal for critical updates or policy changes.

[Push messages as tasks](#) - turn important comms into action items that appear front and centre in the employee's to-do list.

[Control engagement settings](#) - enable or disable likes and comments, so CEOs can communicate with confidence without worrying about real-time feedback or negative sentiment.

[Target or broadcast](#) - communicate company-wide or to specific roles, locations or teams.

[Track reach and engagement](#) - see exactly who has viewed and acknowledged the message.

Why It Matters

When people hear from leadership in a direct, authentic way, they feel part of something bigger. That sense of alignment drives performance, connection and culture.

One enterprise used Mumba to share a CEO video message with **12,000 staff**, and **91 percent** watched it within 48 hours.

Mumba features



Video and message



Audience segmentation



Read tracking



Mobile-first distribution

Two-Way Communication & Feedback Channels

From blah blah to real conversations

Specific Uses

- Employee feedback collection
- Pulse checks and quick polls
- Leader-to-team dialogue
- Sentiment tracking
- Continuous listening

Good communication isn't just about what you say, it's about how well you listen. When employees feel like they can speak up and be heard, trust builds, performance improves, and issues surface early. Mumba gives you fast, simple ways to open up real conversations with every corner of your workforce.

The Problem

Most communication systems are built for broadcasting, not listening. Messages are pushed out, but responses are rarely invited, and when they are, they get buried in inboxes, forms, or one-off surveys.

For dispersed teams, there's often no real channel for raising issues, offering ideas, or sharing feedback. That silence creates risk: operational blind spots, cultural disconnect, and missed opportunities to improve.

How Mumba Solves This

Mumba brings two-way dialogue into the flow of everyday work. You can invite feedback on comms, run pulse checks, and collect structured responses - and more;

[Run fast, targeted surveys](#) - from pulse checks to engagement surveys

[Target by group, role, site or department](#) - so feedback is relevant

[Use campaign-specific surveys](#) e.g., after wellbeing initiatives, D&I sessions, or safety programs

[Capture sensitive topics anonymously](#) - incl psychosocial risk factors

[Track and compare sentiment over time](#) - simple dashboards & analytics

[Use results to trigger follow-up actions or communications](#) - all within the same platform

Why It Matters

The best cultures are built on trust and trust is built on being heard. With Mumba, feedback becomes continuous, not occasional. You'll gain better visibility into morale, execution gaps, and engagement levels, all while making your people feel like active participants, not just recipients.

One company used Mumba to identify and [resolve a site-wide workflow issue within 48 hours](#), just from a single feedback prompt.

Mumba features



Enable comments



Pulse and poll modules



Anonymous feedback options



Real-time survey data

New Starter Onboarding

From scattered first days to structured, confident starts

Specific Uses

- Welcome message delivery
- Digital onboarding checklists
- HR links and access guides
- Local site orientation
- Manager oversight and tracking

First impressions matter. When onboarding is smooth, employees feel supported, capable, and ready to contribute. But when it's messy, they're left confused, disconnected, and playing catch-up for weeks. Mumba helps you create a streamlined, consistent onboarding experience that sets every new starter up for success.

The Problem

Onboarding often feels disjointed; printed checklists, shared folders, and email chains that get lost. Managers aren't sure what's done or where to direct new hires, leaving them stuck asking basic questions.

This creates frustration for both sides, HR handles repeated requests, managers miss steps, and new hires lose momentum from the start.

How Mumba Solves This

Mumba brings structure and clarity to onboarding. You can deliver welcome messages, key information, links and checklists directly to a new hire's phone. Mumba helps you;

New starter hub - automatically appears for the first 30 or 60 days, fully configurable

Repurpose content - easily copy onboarding info from existing systems, PDFs, or intranet pages

One-stop access - all onboarding resources in one place, no digging through emails or platforms

Feedback & acknowledgement - hard acknowledgement buttons and post-onboarding surveys for real insights

Structured onboarding made simple - guide new hires with tasks, notifications, embedded content, digital forms, and follow-up surveys for real feedback.

Why it Matters

Great onboarding sets the tone for everything that follows. When it's clear, consistent and complete, new hires ramp up faster, stay engaged longer, and deliver value sooner. One customer using Mumba **reduced onboarding time by 60 percent** while boosting manager follow-through across multiple sites.

Mumba features



Scheduled
welcome messages



Checklists



Links to
key systems



Training

Manager Enablement & Training

From unsupported to confident, capable leaders

Specific Uses

- Local leadership comms
- Manager onboarding
- Coaching and upskilling
- HR message delivery
- Tracking compliance follow-through

When managers are well-informed, confident and empowered, everything works better - culture, performance, and day-to-day operations. But in most organisations, people leaders are left navigating ambiguity. And they're often under-equipped to lead change on the ground.

The Problem

Middle managers are the link between HR and the frontline - but that link is under strain.

They're expected to lead culture, support compliance, drive engagement, and coach their teams, but they're often stretched thin and left out of the loop. They miss briefings, forget to pass things on, and rarely have the tools to communicate confidently. The impact is felt across the workforce.

How Mumba Solves This

Mumba gives managers the clarity, context and confidence they need to lead well. You can;

[Push essential manager guides](#) to help with tasks like onboarding, running team meetings, coaching, and giving feedback

[Send alerts and action items](#) - "Check in with new hire", "Confirm policy compliance", "Complete return-to-work process"

[Create a central "Manager Hub"](#) - with links to policies, HR forms, leadership tips, checklists and EAP referral pathways

[Enable direct communication from HQ to managers](#) - sharing leadership messages, priorities, or expectations

[Simplify admin tasks](#) - like approving leave, escalating issues, or completing reports via digital forms

[Distribute training materials](#) - in short videos or bite-sized articles tailored to everyday scenarios

Why It Matters

Your managers are culture carriers. If they're disengaged or unclear, it cascades down to your teams. When they're confident and connected, execution improves, communication sharpens, and change sticks.

Mumba features



Targeted manager comms



Easy access to resources



Task and checklist tracking



Read receipt visibility

Culture, Recognition & Wellbeing

From overlooked effort to meaningful recognition that sticks

Specific Uses

- Peer-to-peer recognition
- Manager-led shoutouts
- Culture campaigns
- Milestone and service awards
- Values-based behaviours

When great work goes unrecognised, people disengage. Culture starts to feel hollow. Recognition isn't just about rewards, it's about reinforcing what good looks like, and helping people feel seen for the right things. Mumba helps you build recognition into the rhythm of work, so culture becomes more than just posters and promises.

The Problem

In most organisations, recognition is either ad hoc or performative. Managers might call out wins in meetings, or HR runs a quarterly award no one remembers. But these moments rarely scale, and they're easy to miss. Frontline workers especially are often left feeling their efforts go unnoticed, no matter how hard they work.

That gap shows up in retention and engagement. People want to feel valued... and they can tell when it's real.

How Mumba Solves This

Mumba makes recognition simple, visible and meaningful. You can enable peer-to-peer shoutouts, prompt managers to recognise their teams, and go further with features like;

Post weekly shoutouts - share team highlights from head office or regional managers

Celebrate milestones - mark anniversaries, promotions, new starters

Share success stories - use images, quotes, or short videos to showcase great service or teamwork

Peer recognition - allow staff to nominate colleagues via simple forms

Reinforce values - link recognition to behaviours that align with values

Culture feed - provide a central, accessible space for all staff, even those without email or desk access

Why It Matters

Recognition is one of the most powerful drivers of belonging, and one of the easiest to get wrong. Mumba helps you scale what already works, build habits of appreciation, and link daily wins to your culture in action.

One customer saw a **2.5x lift in peer recognition** activity within eight weeks of rollout.

Mumba features



News feed



Notification alerts



Recognition and encouragement



Peer nomination forms

Wellbeing & EAP Engagement

From forgotten programs to essential everyday habit

Specific Uses

- EAP visibility
- Mental health awareness
- Access to support resources
- Local wellbeing campaigns
- Proactive check-ins

Wellbeing initiatives can't help if employees don't know they exist. Too often, EAPs and support services are buried in documents or mentioned once a year. Mumba makes them part of everyday work - visible, accessible, and consistently reinforced.

The Problem

Even with a strong EAP or wellbeing strategy, most employees don't engage. They forget what's available, don't know how to access it, or have never heard of it.

For frontline teams, it's even harder, no desk, no intranet, and no clear way to find help. This leaves stress, burnout, and personal challenges unaddressed until they reach crisis point.

How Mumba Solves This

Mumba helps you integrate wellbeing into everyday communication. You can;

[Feature wellbeing tools](#) - display EAP, mental health support, and manager check-ins on the home screen

[Use friendly language](#) - make it destigmatised and safe to engage

[Run awareness campaigns](#) - create content for R U OK? Day, Mental Health Month, or burnout awareness

[Push anonymous pulse checks](#) - route concerns instantly to the right support pathway

[Link to external resources](#) - include Smiling Mind, Headspace, EAP providers, or crisis lines

[Provide manager toolkits](#) - support peer check-in, early intervention

[Track engagement anonymously](#) - measure impact, maintain privacy

Why It Matters

Wellbeing isn't a one-off message. It's a habit, a signal, and a strategy. When support services are visible and normalised, usage increases, stigma drops, and HR can take a more proactive role in keeping teams healthy and supported.

One employer saw [EAP engagement triple](#) within two months of launching with Mumba.

Mumba features



Amplify key messages



Employee assistance articles



Push updates



Quick-access key resources

Change Management

From confusion to clarity

Specific Uses

- Policy and process rollouts
- System changes
- Structural and org updates
- On-site transformation
- Change leader support

Every business evolves but change doesn't stick if people don't understand it. Mumba helps you communicate changes in real time, add context, and guide staff through transitions; all from a familiar platform.

The Problem

Change often arrives unexpectedly. Employees get briefed late or inconsistently. Managers feel unprepared. Comms too broad, infrequent, or buried in emails. Without clarity, people resist, and even positive changes can lead to frustration.

How Mumba Solves This

Mumba makes change feel clear and manageable. You can roll out structured messages across teams, sites or job functions. Go further with features like;

[Announce changes clearly](#) - use videos, articles, and rich media directly on employees' phones

[Create a change hub](#) - include FAQs, timelines, training resources, and support contacts

[Send scheduled updates](#) - drip-feed information over time rather than all at once

[Use action items](#) - prompt key behaviours like completing training or acknowledging new policies

[Enable feedback](#) - use pulse checks to gauge understanding and spot resistance early

[Target messages effectively](#) - tailor communication by location, role, or department to reduce noise

[Update navigation seamlessly](#) - keep the app consistent for users while backend systems change

Why It Matters

Clarity reduces resistance. Consistency builds trust. And well-supported change helps your people move faster with less stress. One organisation used Mumba to support a multi-region system rollout, achieving full uptake in [half the expected time with a 96 percent read rate on phase-one updates](#).

Mumba features



Targeted messaging



Phased content delivery



Easily link to new systems



Track acknowledgements

Corporate Communications

From low visibility to high-impact

Specific Uses

- Company-wide announcements
- Crisis and change updates
- Executive messaging
- HR and ops initiatives
- Cascading site-level info

Reaching everyone in your organisation shouldn't feel like guesswork. But when communication is fragmented across email, intranets and flyers, things get missed. Mumba helps you deliver company-wide messages with clarity, consistency and confidence - so everyone stays in the loop, no matter where they work.

The Problem

Email open rates are low. Intranets go unchecked. Notices only work if someone happens to walk past. And when updates matter - new policies, business changes, urgent alerts - these gaps become real risks. The bigger or more decentralised the workforce, the harder it gets to be heard.

How Mumba Solves This

Mumba gives internal comms teams the control and visibility they need. You can;

Publish comms as rich articles or short updates - embed videos, images, links, documents and more

Send real-time push notifications - directly to employees' phones

Use action items and hard acknowledgements - for mandatory policies and critical updates

Target messages to specific roles, locations or teams

Control engagement - choose whether to allow likes and comments or keep messages streamlined

Track everything - see who viewed, acknowledged or ignored a message, in real time

Build comms hubs - dedicated areas for initiatives like Safety, Culture, Inclusion or Leadership Messages

Why It Matters

Clear internal communication builds alignment, trust and action. With Mumba, there's no more relying on managers to cascade messages, or hoping people check email.

One business **lifted message read rates from 27 percent to 89 percent** in the first month using Mumba as their comms engine.

Mumba features



Targeted delivery



Engagement tracking



Video and messages



Push notifications

Streamlined Access to Systems & Resources

From system sprawl to one-tap access

Specific Uses

- System access hub
- HR platform linking
- Single sign-on entry
- Mobile access to resources
- Role-based destinations

It shouldn't take six clicks to find a pay slip, a phone call to remember where the LMS login lives. But for too many employees, navigating HR systems means guesswork, bookmarks, and constant back-and-forth with managers or HR. Mumba simplifies that journey; giving every employee one starting point for everything they need.

The Problem

Most HR teams rely on a stack of platforms. One for policies. One for learning. Another for scheduling. Each with its own login, structure and user experience. The result? People don't use them. Or they keep asking where to go. HR becomes the default helpdesk, and important tasks fall through the cracks.

How Mumba Solves This

Mumba unifies access. You can connect your existing platforms; payroll, learning, rostering, benefits, and more;

[Connect Mumba's 50 action tiles to any system](#) - payroll, time & attendance, intranet, EAP, LMS, safety, policies and more

[Use deep linking + SSO](#) to send employees directly into the correct page of each system without extra logins

[Design navigation around the employee experience](#) - group tools by purpose (e.g. "My Pay", "My Time", "My Learning"), not vendor names

[Increase third-party system usage](#) by over 35% simply by making access easy

[Reduce support queries](#) - employees can solve problems themselves (e.g. download payslips, check leave, update personal info)

[Minimise change management](#) - if a system changes, just update the tile link. Employees don't even notice

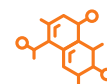
Why It Matters

When employees don't waste time figuring out where to go, they complete tasks faster, engage more with what's offered, and reduce the burden on internal teams. One business [cut HR-related support tickets by 64 percent within two months](#) of rolling out streamlined access through Mumba.

Mumba features



Easy navigation



Connect any system via SSO



Super fast, mobile-first



Role-specific navigation

Two-Way Communication & Feedback Channels

From blah blah to real conversations

Specific Uses

- Employee feedback collection
- Pulse checks and quick polls
- Leader-to-team dialogue
- Sentiment tracking
- Continuous listening

Good communication isn't just about what you say - it's about how well you listen. When employees feel like they can speak up and be heard, trust builds, performance improves, and issues surface early. Mumba gives you fast, simple ways to open up real conversations with every corner of your workforce.

The Problem

Most communication systems are built for broadcasting, not listening. Messages are pushed out, but responses are rarely invited, and when they are, they get buried in inboxes, forms, or one-off surveys.

For dispersed teams, there's often no real channel for raising issues, offering ideas, or sharing feedback. That silence creates risk: operational blind spots, cultural disconnect, and missed opportunities to improve.

How Mumba Solves This

Mumba brings two-way dialogue into the flow of everyday work. You can invite feedback on comms, run pulse checks, and collect structured responses - and more;

[Run fast, targeted surveys](#) - from pulse checks to engagement surveys

[Target by group, role, site or department](#) - so feedback is relevant

[Use campaign-specific surveys](#) e.g., after wellbeing initiatives, D&I sessions, or safety programs

[Capture sensitive topics anonymously](#) - incl psychosocial risk factors

[Track and compare sentiment over time](#) - simple dashboards & analytics

[Use results to trigger follow-up actions or communications](#) - all within the same platform

Why It Matters

The best cultures are built on trust - and trust is built on being heard. With Mumba, feedback becomes continuous, not occasional. You'll gain better visibility into morale, execution gaps, and engagement levels, all while making your people feel like active participants, not just recipients.

One company used Mumba to identify and [resolve a site-wide workflow issue within 48 hours](#) - just from a single feedback prompt.

Mumba features



Enable comments



Pulse and poll modules



Anonymous feedback options



Real-time survey data