Mumba

Solution Overview

Built for the frontline. Optimised for the back office.



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.

Capability Callouts

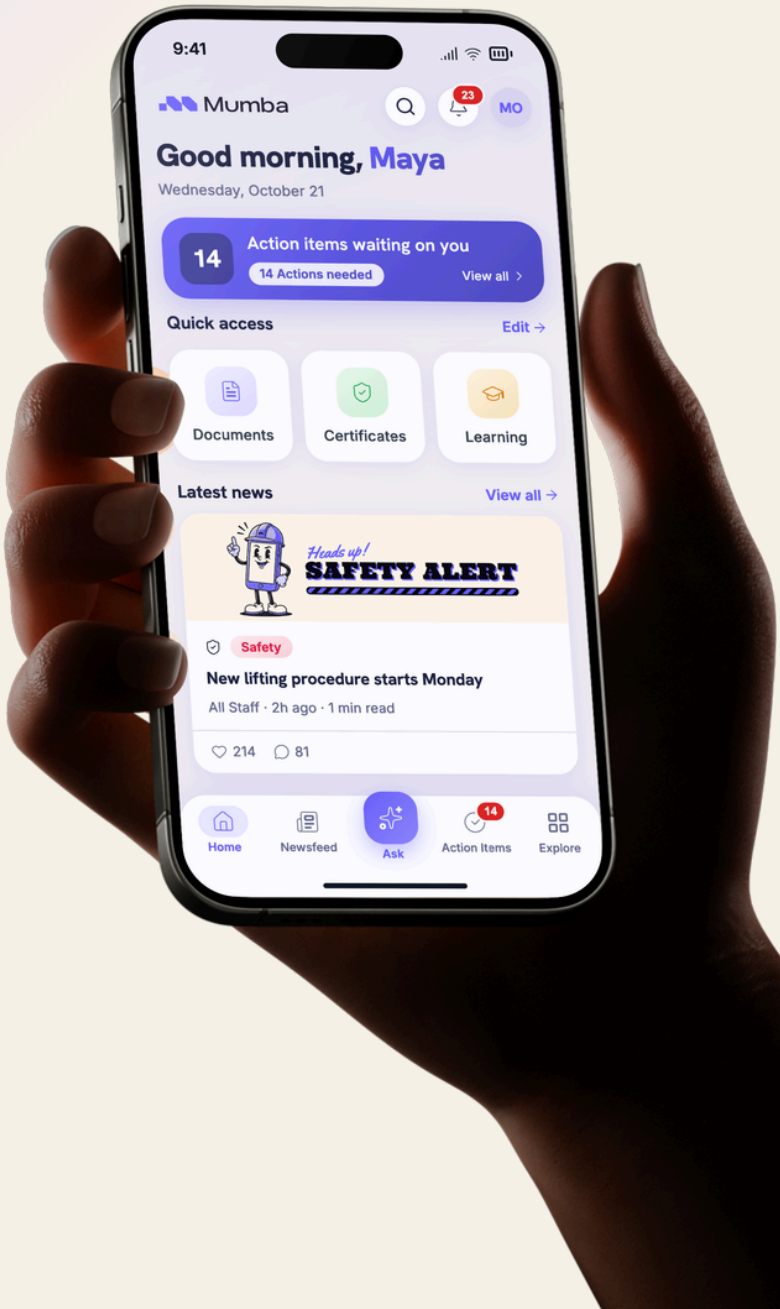
One platform, every worker.
Reach your frontline the same way you reach your desk teams — one app, their phone, their shift.

Compliance you can prove.
Track who read what, when, and whether they acknowledged it. Exportable. Audit-ready.

Communication that lands.
Targeted, trackable, mobile-first — not another email nobody opens.

AI that works for everyone.
Content delivered automatically in each employee's preferred language. No extra work from your team.

Built for the frontline.
Not adapted for it. Every decision starts with the worker on their feet, not the executive at their desk.



Solution Overview

1. SMARTER, SIMPLER HR

Streamline HR ops, automate admin and reduce complexity.



- Streamlined Systems & Resources
- HR Tech Optimisation & Insight
- Process Digitisation & Digital Forms
- Manager Enablement & Training

2. MANAGE COMPLIANCE, REDUCE RISKS

Stay audit-ready, remove manual compliance effort.



- Compliance & Policy Management
- Safety & Incident Reporting

3. COMMUNICATE AND ENGAGE

Reach every team, build clarity, culture and connection.



- AI-Powered Multilingual Communication
- Automated Engagement & Messaging
- Corporate Communications

4. ONBOARD AND RETAIN

Set people up for success from day one.



- New Starter Onboarding

5. EFFORTLESS CHANGE MANAGEMENT

Roll out updates, restructure or scale fast — no chaos.



- Change Management

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, or 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.

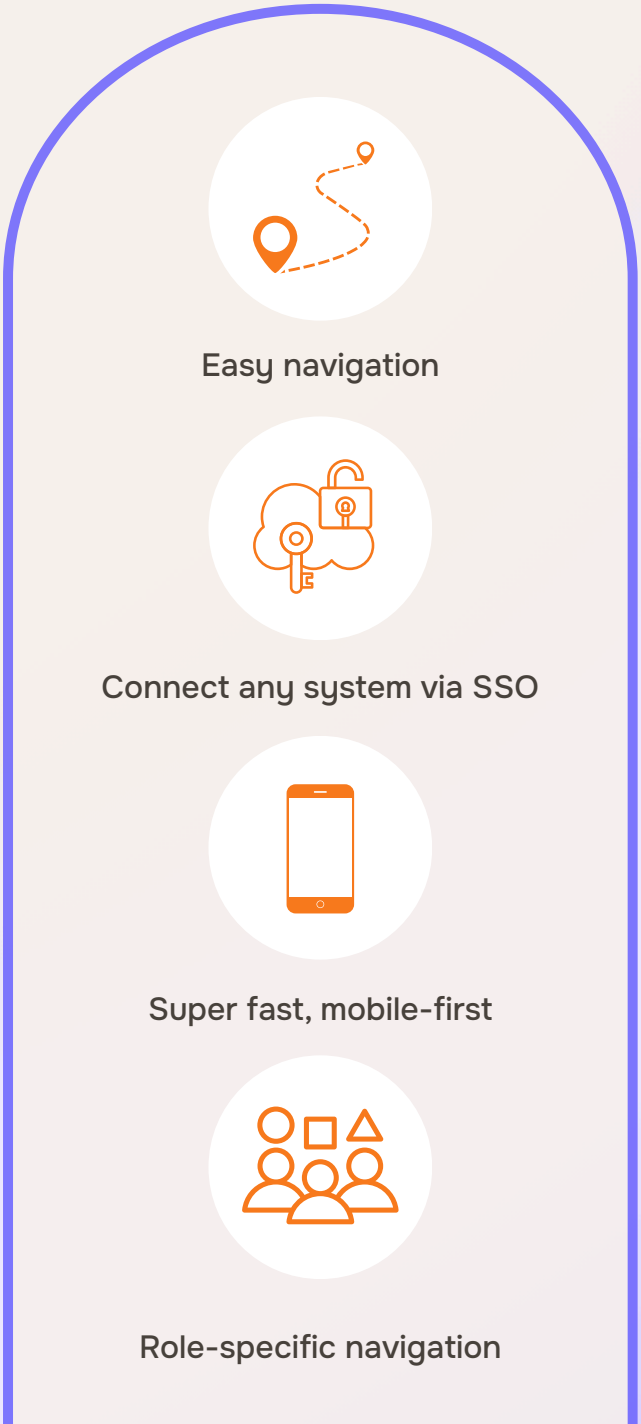
How Mumba Solves This

Mumba unifies access. Connect your existing platforms – payroll, learning, rostering, benefits, and more.

- **Connect 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% within two months of rolling out streamlined access through Mumba.



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.



Unified system access



Usage and adoption analytics



Detailed search reports

Process Digitisation & Digital Forms

From paper piles to instant, trackable workflows

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.

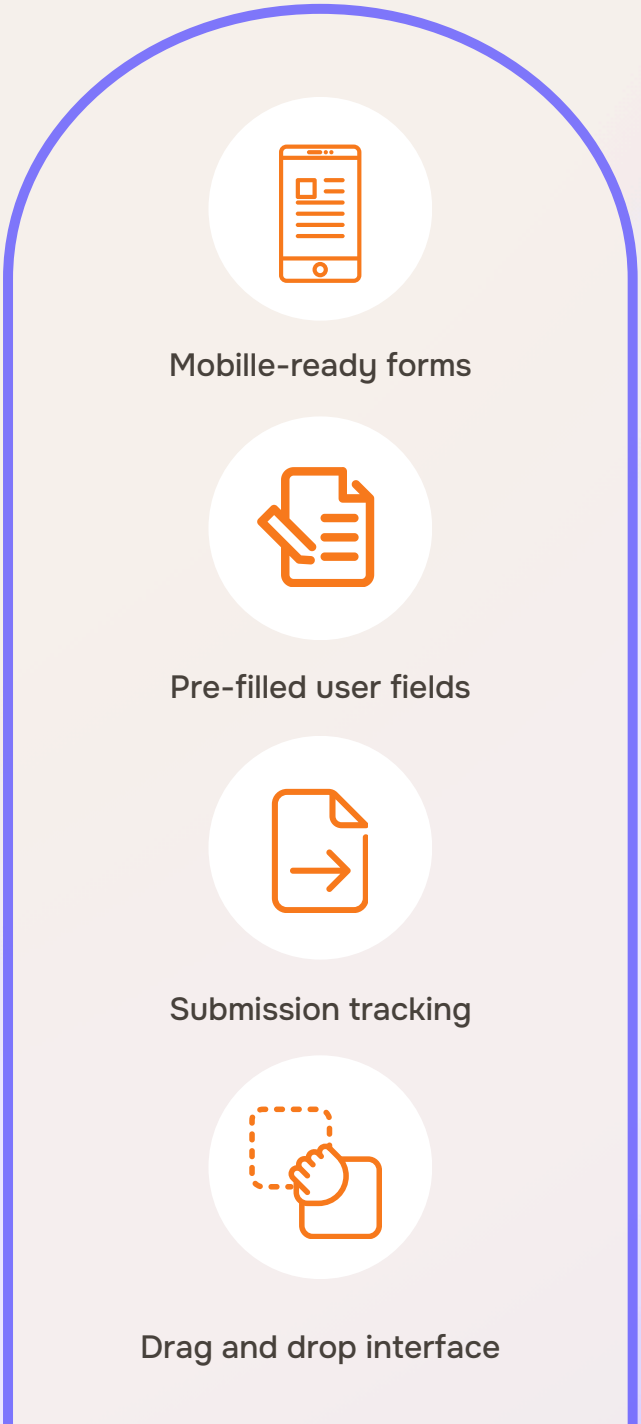
How Mumba Solves This

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 digitised 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% across its workforce and eliminated paper forms entirely within three months.



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.

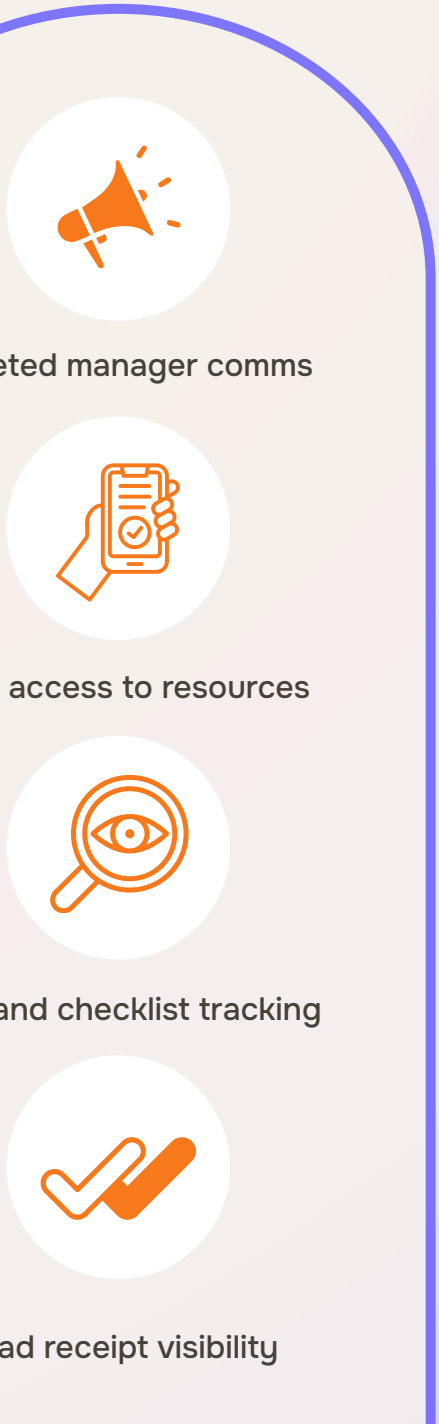
How Mumba Solves This

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

- **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.



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.
In regulated industries – aged care, healthcare, construction – the stakes are even higher. The Aged Care Act 2024 introduced new workforce capability obligations. Psychosocial safety regulations now require documented evidence of risk management, not just a policy that exists somewhere. And with criminal wage theft laws now in force, the cost of getting it wrong has never been higher.

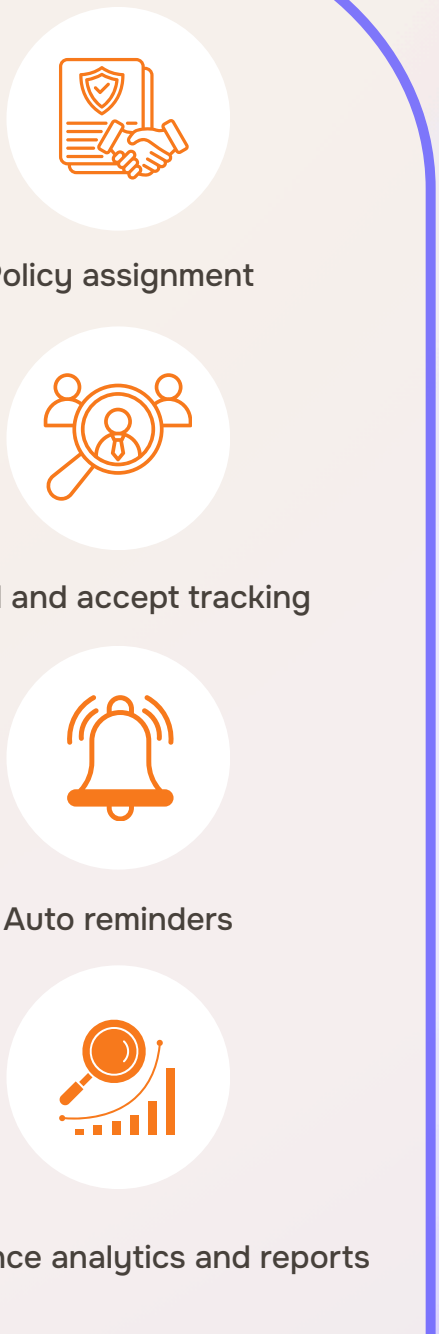
How Mumba Solves This

Mumba takes the weight off. Distribute policies and critical information to the right people, collect digital acknowledgements, and track everything in real time. No more guesswork. No more chasing.

- **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.



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.

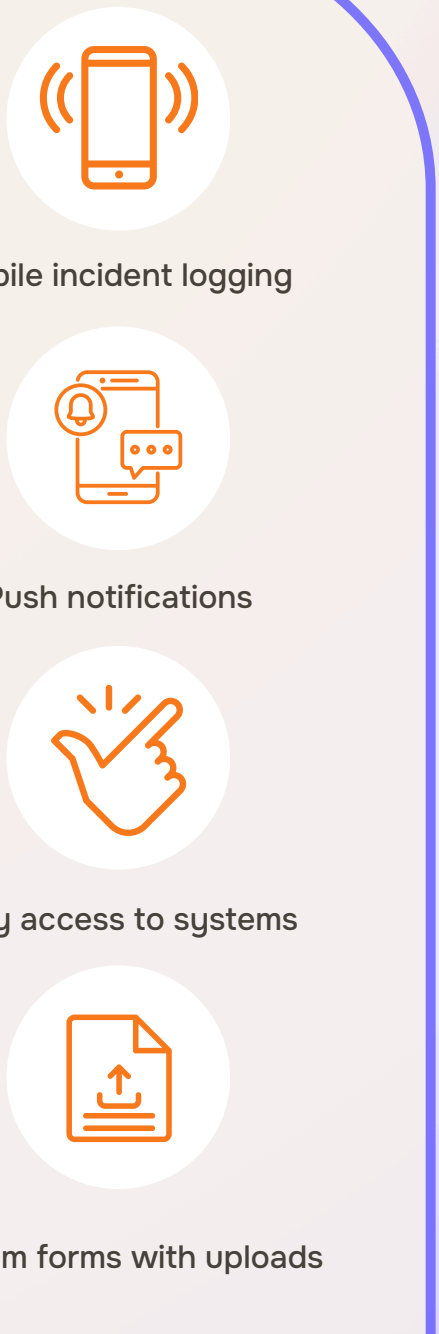
How Mumba Solves This

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.

- **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.



Automated Engagement & Messaging

From spray and pray to targeted, trackable engagement — in every language

Specific Uses

CEO announcements | Localised team updates | Safety & alert comms | Engagement campaigns | Feedback collection | Multilingual delivery

When employees don't hear clearly from the business, alignment suffers. Culture weakens. People feel out of the loop. And when your workforce speaks multiple languages, communication gaps aren't just inconvenient — they're a safety risk, a compliance risk, and a culture risk. Mumba helps HR and leaders cut through, in every language.

The Problem

Internal comms still feels one-way in too many organisations. Messages are sent, but it's unclear who saw them, what stuck, or what was missed. Teams rely on ignored emails, unused intranets, and word-of-mouth that doesn't scale.
The problem gets worse with dispersed, deskless, or multilingual workforces. Critical updates, culture messages, and local announcements often fail to land. In frontline industries like aged care, construction, cleaning, and logistics, many employees speak English as a second language — yet most platforms still communicate in English only.

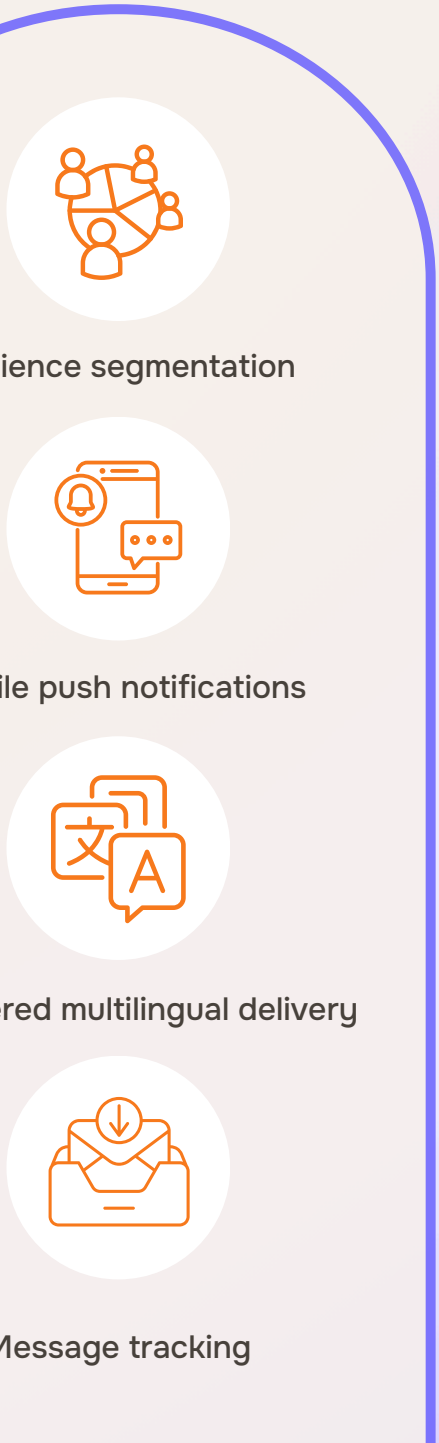
How Mumba Solves This

Mumba makes internal communication feel like a modern, intelligent system — not a loudspeaker. Reach every employee directly on their device, in the language they actually read.

- **Schedule communications** — e.g. weekly updates, monthly safety tips, or CEO posts
- **Trigger messages based on lifecycle events** — Day 1 onboarding welcome, Day 30 check-in, work anniversary acknowledgements
- **Auto-send reminders for incomplete action items** — policy acknowledgements, training, or form submissions
- **Target content dynamically by role, location or department** — without duplicating effort
- **Combine messaging with action** — send a message with an embedded form, video, or survey
- **AI-powered multilingual delivery** — content is automatically translated into each employee's preferred language at the point of delivery. Publish once, reach everyone. Hard acknowledgements and read receipts work the same way, regardless of language — full audit trail maintained

Why it Matters

When communication is targeted, measurable, and in the right language, people stay informed, connected and aligned. HR saves time, frontline teams stay in sync, and leaders get heard. One customer doubled their read rates across their mobile workforce without adding another system to manage or changing their cadence.



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

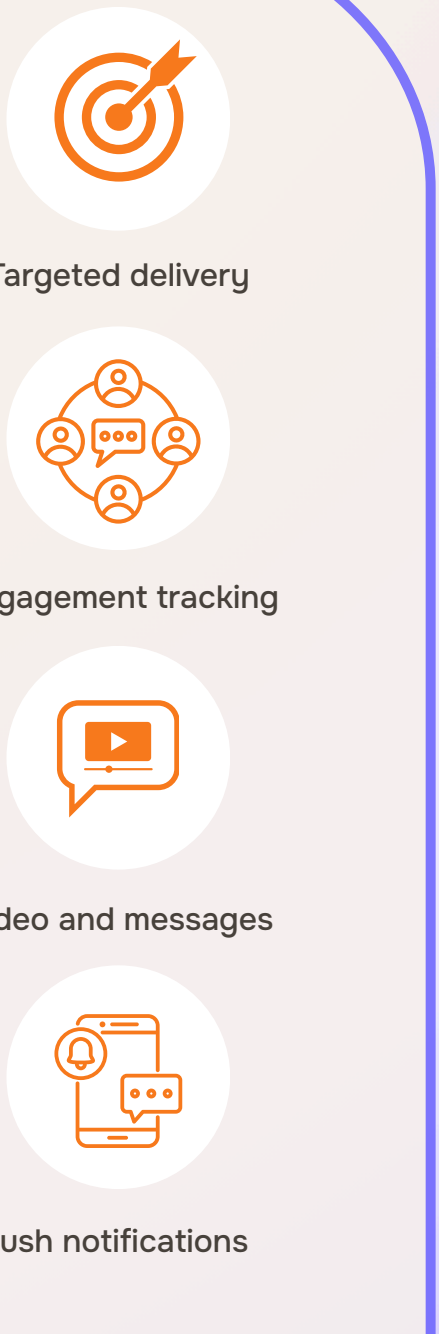
Mumba gives internal comms teams the control and visibility they need.

- **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% to 89% in the first month using Mumba as their comms engine.



New Starter Onboarding

From scattered first days to structured, confident starts

Specific Uses

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

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

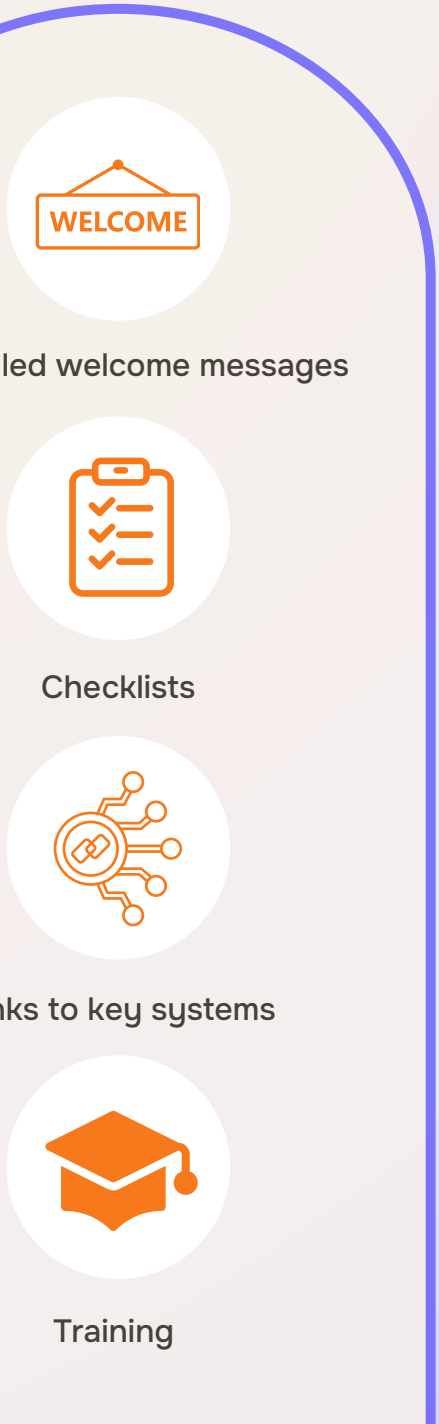
Mumba brings structure and clarity to onboarding. Deliver welcome messages, key information, links and checklists directly to a new hire's phone.

- **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 and 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

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 reduced onboarding time by 60% while boosting manager follow-through across multiple sites.



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 are 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. Roll out structured messages across teams, sites or job functions.

- **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% read rate on phase-one updates.

