



## WebApp Overview

March 2019

This brochure provides an overview of the webapps that are available on *readyplatform* for deployment on Sponsor Platforms

The brochure does not detail private webapps or any premium webapps for which there is a sole reseller agreement in place.

The webapps covered in this brochure are all available in the Sponsor Portal and can be activated for your clients using the functionality provided in the Configuration section. Sponsors are reminded that bundled webapps are automatically made available to all clients when the webapps are published and, should sponsors not wish to have these available to their clients, they will have to disable the relevant bundled webapp in the Sponsor Portal.

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Pricing presented is accurate at the time of publication but may be subject to change. Please refer to the product flash pages on the platform for validated pricing.

The prevailing rate of commission for all resales through your Sponsor Platform is 20% unless contracted otherwise.

## Bundled Webapps

The bundled webapps that are available to all client organisations and their staff provide excellent functionality that can be used to gather insights and interact with your staff and clients.

Bundled webapps provide basic functionality that is free to use but also provide additional features through in-app purchases.

## Polls

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Polls can be made available on the main left-hand navigation bar as well as on the landing page.

Polls enable users to quickly build and publish a poll directly to the Landing Page so that all employees in their organisation who access the platform can see and take the poll directly after logging on. Users are able to see the results to date straight after submitting their response.



### Use cases

Client organisations may use polls to gather opinions from staff when they need an answer to one question where a number of options are provided to that question. These options may be in the form of multiple choice, drop down or radio button (select many).

This is a great way to gather input from staff on:

- Informal voting
- User awareness campaigns
- Gathering quick responses on events

### Pricing and in-app purchases

The webapp is free to use.

There are no in-app purchases.

### Limitations

- Only one poll can be active at a time.
- Only employees within the employer organisation can access the polls.
- Client organisations can build and conduct an unlimited number of polls.
- All staff in the client organisation have access to build and respond to polls.
- No specific subscription is required for the client organisation.

## Surveys

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Surveys can be made available on the main left-hand navigation bar as well as on the landing page.

Surveys lets users create professional surveys, collect responses, view and analyse results



Building on the logic of Polls, Surveys lets the user create a more detailed question-and-answer experience with multiple questions being asked, spread across different sections and presented with a wide variety of response formats. Every question can only have one answer.

Surveys can be made available to people outside the client organisation and conducted in various formats depending on the intended audience:

- **Pre-identified** - The survey is open only to people who have been specifically invited to take part in the survey and have been pre-loaded onto a list by the survey owner when creating the survey. Only people on this list are allowed access to the survey and they use their email address to access it. This is the most secure way to conduct a survey.
- **Verified** - The survey is open to anybody who has the link to the survey. These respondents use their email address to access the survey so that the survey owner knows their identity has been verified.
- **Open** - The survey is open to anybody who has the link to the survey. Respondents do not need to verify their identity before starting the survey and could complete the survey more than once.

### Key Features

- **Survey Builder** - The survey builder lets users set up welcome and thank you messages, survey description and detailed instructions for users. Set the start and end dates during which the survey will run, add a logo to the survey and build respondent lists to build private surveys.
- **Question and answer formats** - Answers can be collected as:
  - Short Answer (either text or numbers)
  - Paragraph
  - Drop down, check box or multiple choice
  - Sliders (select a number in a range)
  - Date format
  - File upload
- **Validations and Routing** – The survey owner can decide the rules that will get the results they need by setting up validations and routing for each question.
  - They can decide whether people can submit more than one response to the survey.
  - They can also set up validations on each question to be sure that respondents will answer the questions in the way that is needed. For example, users can be forced to enter a number within a predetermined range or text of a specific length or that contains certain letters.
  - The routing engine can be used to decide what happens when a user selects an option in a drop down list or multiple choice question: making the user jump to another question in the survey, if needed.
- **Collaboration** - Survey owners can add team members who will help them build and analyse the survey results.
- **Security** - Survey results are kept secure in the **readyplatform** core. Users are protected through user validation and through strict compliance with Privacy Regulations.

## Use cases

Client organisations may use surveys to gather information from internal staff or external people – depending on the type of survey they wish to conduct. Surveys can be used for a variety of purposes such as:

- Employee wellness surveys
- Customer satisfaction surveys
- Project and engagement debriefs
- More detailed opinion polling
- Information gathering to questionnaires where each question requires only one answer (such as before the start of a consulting engagement)

## Pricing and in-app purchases

The webapp has four pricing models:

- **Starter (FREE)** – Surveys can contain up to 10 Questions and receive responses from up to 100 people. Surveys can be built using basic answer types.
- **Standard (R1 000)** - All features of Starter plus:
  - Unlimited Questions.
  - Up to 1000 responses.
  - Question validation rules
- **Professional (R2 500)** - All features of STANDARD plus:
  - Question routing
  - Advanced answer types
  - Team Collaboration
- **Enterprise (R5 000)** - All features of PROFESSIONAL plus:
  - File upload answer types
  - Reduced rate per response over base

## Notes

- Pricing is per survey
- If surveys receive more responses or survey owners want to add more respondents than the applicable response limit we charge USD 1.75 per user/response. (Reduced rate for ENTERPRISE is USD 1.15 per user/response)
- Response limits apply to the number of responses received (all survey types) or the number of respondents that can be added to a survey (using a pre-identified survey). We don't stop people from answering a survey once this limit is reached but the results available will be limited accordingly. If this happens, the survey owner can always upgrade later or pay for the excess on a per user/response basis.
- Basic answer types include: Short Answer (text or number), Paragraph Answer, Checkboxes, Dropdowns and Multiple Choice.
- Advanced answer types include Verified Date Format, Verified Email Format, Range Sliders (select a number on a scale) and File Upload.

## Limitations

- As described above
- Client organisations can create and run as many surveys as they wish
- All employees in an organisation can create and run a survey
- Client organisations who wish to make purchases must have a PREMIUM subscription.

## Questionnaires

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Questionnaires can be made available on the main left-hand navigation bar as well as on the landing page.

Building on the logic of Polls and Surveys, Questionnaires lets the user create very detailed questionnaires with multiple questions being asked where respondents could provide more than one answer to each question.



Questionnaires is an excellent tool that can be used to digitise all the questionnaires that an organisation usually uses in paper-, Word- or Excel-format and publish these in one central, globally accessible location. Once a questionnaire is built, it is permanently available to the organisation to use as many times as they wish – with the results always remaining available for future analysis – for as long as the client organisation remains active on your Sponsor Portal.

To answer a questionnaire, a Session Sponsor creates a session and invites other users to submit their answers. The session will remain active for as long as the session sponsor allows – after which it will be closed and the results made available through the online analysis portal. The Session Sponsor can also download all result to an offline spreadsheet solution such as Microsoft® Excel® or Open Office.

### Key Features

- **Questionnaire Builder** - The questionnaire builder lets users construct questionnaires quickly and easily. They can add:
  - Introductions, instructions, logos, support details and more.
  - Sections and sub-sections in the dynamic tree structure.
  - As many questions as required: each question can be configured to allow multiple answers in whatever format needed.
- **Question and answer formats** – Every question can be set up to receive as many different answers as may be required – there is no limit. Answers can be collected as:
  - Short Answer (either text or numbers) and Paragraph for lengthy answers
  - Drop down, check box or multiple choice
  - Sliders (select a number in a range)
  - Date format
  - File upload
- **Validations** – The questionnaire owner can decide the rules that will get the results they need by setting up validations and routing for each question.
  - They can decide whether people can submit more than one response to the survey.
  - They can also set up validations on each question to be sure that respondents will answer the questions in the way that is needed. For example, users can be forced to enter a number within a predetermined range or text of a specific length or that contains certain letters.
  - If a question has multiple answer types associated with it the questionnaire owner can also set up validation on every answer option.
- **Collaboration** - Questionnaire owners can add team members who will help them build the questionnaire and analyse the results.
- **Security** - Results are kept secure in the **readyplatform** core. Users are protected through user validation and through strict compliance with Privacy Regulations.

### Use cases

Any questionnaire can be digitised and used to gather information from an intended audience. What makes the webapp so unique is the fact that questionnaires can be published instantly and information can be collected from every single user in an organisation (or externally) who has been invited to participate. This takes the cost and manual effort out of gathering information for purposes such as:

- Employee onboarding and exit
- New customer take-on
- Audit and compliance reviews
- Control self-assessments
- Consulting engagement pre- and post-assessments

Results remain permanently available and can be shared with anybody who is registered as a user in the client organisation (whether permanent employee or contractor)

**Using questionnaires is particularly effective at gathering input when respondents are geographically dispersed – eradicating the cost of travel and interviewing respondents.**

Professional service firms are also able to use the webapp to great effect by building and deploying the questionnaires they would traditionally use to gather information from clients in a more manual approach. Client staff can then be invited to a session and provide all the information required. Not only does this **reduce cost of delivery, improve security** of information gathered and **enhance collaboration and reuse** but it also **increases the coverage** allowing the advisor or consultant to produce better and more value-adding insights to the process.

### Pricing and in-app purchases

When Questionnaires are built for internal use, they are free.

When a client organisation wishes to use a questionnaire that requires responses from people external to their organisation a usage fee of R1 500 is charged.

There is also a premium questionnaire library – described in the IP-Driven WebApps section.

### Limitations

- Client organisations can create and use as many questionnaires as they wish
- All employees in an organisation can create questionnaires
- Questionnaires are only available to the client organisation that created them and cannot be used by other organisations
- Client organisations who wish to make purchases must have a PREMIUM subscription.

## Documents

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Documents can be made available on the main left-hand navigation bar as well as on the landing page.

Documents is intended to be used by employees of client organisations to upload, store and share their personal documents with other users in their organisation.



Users are able to access all documents uploaded from any browser-based device from anywhere in the world. They can also quickly see what documents they have uploaded using any of the other webapps available on **readyplatform** thus making it easy for you to comply with the Promotion of Access to Information Act<sup>1</sup> as all the information stored on a particular user is transparently presented to them in a clear dashboard.

When users share documents, the recipients are notified of the share using the **readyplatform** notification engine. Users can access their own (or shared documents) from the webapp dashboard and can store (or view) metadata to help classify the document. Users are further able to provide comments on a document, view the document audit trail and any previous versions that may have been stored.

**A key aspect of the webapp is that when a document is deleted from the platform, no electronic footprint remains. We guarantee destruction of information**

### Use cases

User may wish to store documents that are available to them from anywhere in the world. This could include copies of ID documents, certifications, training certificates, etc. Documents makes it very easy for them to share these documents with other users and even gather comments on them.

### Pricing and in-app purchases

The webapp has four pricing models – based on storage space:

- **Bronze (FREE)** – Users have up to 100MB storage space each
- **Silver (R14.99 per user per month)** – Users have up to 500MB storage space each
- **Gold (R27.99.00 per user per month)** – Users have up to 1GB storage space each
- **Platinum** – Custom pricing applies

Storage space is purchased by the Organisation's Administrator and allocated to users on a per-individual basis.

### Limitations

- Organisation have unlimited data write and retrieval operations
- Storage limits apply based on the package allocated to a particular user
- Only the Organisation Administrator can purchase and allocate space to users
- Client organisations who wish to make purchases must have a PREMIUM subscription.

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<sup>1</sup> The Promotion of Access to Information Act ("PAIA"), No 2 of 2000 gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. PAIA gives the requester a right to lodge a request from the information officer of a public or private body.

## Document Collaborator

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Document Collaborator builds on the features available in the Documents webapp but provides a more secure mechanism whereby a pre-approved list of authors can collaborate on the creation of a document.

Approved users are able to access all documents uploaded from any browser-based device from anywhere in the world. When documents are uploaded and shared, recipients are notified of the share using the **readyplatform** notification engine.



Approved users are able to check documents out for offline editing. When documents are checked out, other users are made aware that there may be a more recent version of the document so that they do not download and rely on a potentially outdated version. Users can access their own (or shared documents) from the webapp dashboard and can store (or view) metadata to help classify the document. Users are further able to provide comments on a document, view the document audit trail and any previous versions that may have been stored.

**A key aspect of the webapp is that when a document is deleted from the platform, no electronic footprint remains. We guarantee destruction of information**

### Use cases

When a more secure document collaboration space is required, Document Collaborator provides that environment by limiting access to approved users who are then only able to share documents with other approved users. This reduces the risk of sharing the document outside of a trusted group. Document Collaborator can be used to great effect in the following scenarios:

- Company legal departments who need to store (and regularly review) supplier or partner contracts and terms of agreement
- Risk and compliance teams who wish to develop policies and procedure manuals
- University professors who wish to collaborate with their students around the development of a thesis in a more secure environment
- Organisations who wish to build a secure knowledge base

### Pricing and in-app purchases

The webapp has four pricing models – based on storage space and number of authorised users:

- **100MB (FREE)** – Up to 100MB total storage and 2 Approved Users
- **10GB (R699 per month)** – Up to 10GB total storage and 5 Approved Users
- **25GB (R799 per month)** – Up to 25GB total storage and 10 Approved Users
- **50GB (R999 per month)**– Up to 50GB total storage and 20 Approved Users
- **100GB (R1599 per month)**- Up to 100GB total storage and 40 Approved Users

Additional space at R99 per 10GB per month and additional users at R20 per user per month.

### Limitations

- Organisations have unlimited data write and retrieval operations
- Storage limits apply based on the package allocated to a particular user
- Only the WebApp Sponsor can purchase and allocate space to users
- Client organisations who wish to make purchases must have a PREMIUM subscription.

## Document Enterprise

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Document Enterprise builds on the features available in the Documents and Document Collaborator webapps with the added functionality of track-and-trace publishing.

All employees in the client organisation are able to access documents that have been published to them from any browser-based device from anywhere in the world. When documents are uploaded and shared, recipients are notified of the share using the **readyplatform** notification engine.



Approved users are able to collaborate around the creation of a document and, when ready for publication, the document can be pushed to employees by office, department, staff level or by name. Users are then able to view, download and read these documents and acknowledge acceptance of them.

### Use cases

The webapp is good for collaboration around the creation of a document but is even more suited to the publication of documents where the author needs to track who has seen them and, perhaps most importantly, confirmed acceptance and acknowledgment of contents. The most obvious use for this would be tracking user awareness of organisational policies and procedures – enabling authors to see who has acknowledged the documents at the click of a button. This helps reduce the process of audit and verification of compliance and greatly increases awareness amongst employees of published documents, policies and standards.

The key benefit is in the ability to track and trace user activity related to a document

### Pricing and in-app purchases

- **Starter (R4 999 per month)** – Organisations with up to 500 staff members
- **Mid-Tier (R9 999 pm)** – Organisations with between 501 and 1000 staff members
- **Professional (R29 999 pm)** – Organisations with between 1001 and 5000 staff members
- **Enterprise (R49 999 pm)** – Organisations with more than 5000 staff members

The webapp allows for a maximum storage space of 15GB. Additional space can be purchased at R99 per 5GB per month.

### Limitations

- Organisations can store and publish as many documents within their organisations as they like (subject to data storage limitations)
- Organisations have unlimited data write and retrieval operations
- Only the WebApp Sponsor can make purchases
- Client organisations who wish to make purchases must have a PREMIUM subscription.

## Staff Book

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Staff Book exposes all the user profile information stored on **readyplatform** in an easy-to-use and searchable directory format. Employees are able to quickly search for co-workers using key search terms related to location, department or staff level.

Information is stored and made available in compliance with prevailing Privacy Legislation and appropriate safeguards are in place to ensure that user approval is obtained for the use of such information.



Organisations who purchase the enhanced subscription are also able to build custom searches using the powerful query builder and criteria from a number of different fields including:

- Job Title
- Qualification
- Certification
- Industry or client experience
- Skill and skill level

### Use cases

Staff Book is a quick and easy to use employee directory that displays user information and photographs as captured by employees - or imported through the user management console for clients who use the **readyplatform** user management service.

The webapp is especially useful for larger organisations who have staff dispersed geographically or organisations who maintain a register of contract workers (assuming those contractors are registered on **readyplatform**).

### Pricing and in-app purchases

Staff Book is free to use for the basic functionality.

The enhanced subscription with additional search capabilities is R799 per month. This cost excludes the service fee for organisations who use the user management service.

### Limitations

- Organisations who use the enhanced subscription should activate the feature requiring employees to capture skills, qualifications, experience and certifications in their profiles.
- Only the Organisation Administrator can purchase the enhanced subscription
- Client organisations who wish to make purchases must have a PREMIUM subscription.

## Premium Webapps

Premium webapps are available to all qualifying Client Organisations. These webapps are built by 2Digital and are provided on the Landing Page. Clients are required to pay to access the functionality in the webapps. This payment may be “stepped” based on functionality consumed or based on usage.

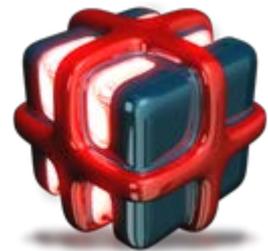
Payment is generally in the form of a subscription or usage-based fee. The contract for usage is between 2DIGITAL and the purchasing organisation and, where pre-negotiated, 2DIGITAL may pay any reseller commissions for introducing clients to the webapp.

## Risk Manager

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Risk Manager enables client organisations to identify, manage and collaborate on risks using a highly digitised and fresh approach to Risk Management.

Every user in the client organisation can quickly capture details for risks in their respective areas using one, simple to use form and integrated guidance as defined by the client’s Risk Management Team. Staff can also capture details of the various controls designed to mitigate each risk. Where additional actions are needed to improve controls and reduce residual risk, these can be added and assigned to employees. The integrated messaging system ensures that all role-players are kept informed when actions are created, updated and closed.



Risks and controls are captured and classified according to the criteria specified in the Administration Panel.

The client organisation’s risk management team can review all risks, controls and control actions and validate those that need to be managed as part of its Enterprise Risk Management process.

### Key Features

- **Fully customisable** - Risk Manager can be set up according to the client organisation’s policies and procedures.
  - Risk clusters (or functions) and various risk categories can be defined to ease the risk management process.
  - Risk Managers can set up the scores, labels and colours to be used for impact, likelihood and control scores as well as the labels and colouring for inherent and residual risk scores that are calculated by the webapp.
  - Risk Managers can also use the Administration Panel to set up guidance for users that will help them decide how to determine impact ratings for risks.
- **Simple to use** – Every user in the client organisation can quickly and easily access Risk Manager making it possible for anybody to record, review and report on risks across the organisation. Users can capture details of any risk using one, simple form available from anywhere in the webapp. User reports available from the main menu make it easy for users to track and manage risks, controls and control actions that they own and are responsible for.

Simply put, Risk Manager brings life to the organisational risk process by integrating it into the daily lives of employees and making all the information readily accessible to anybody who needs it.

- **Validation** - Although anybody can record a risk, control or control action, Risk Managers can decide which items form part of the Enterprise Risk Register by reviewing and validating everything that has been captured. All reports in the system allow users to view only validated items or the full set.
- **Collaborate** - The integrated messaging and tasks system ensures that all users are kept informed when risks, controls and control actions are created and assigned to them.
- **Audit Trail** – The audit trail helps Risk Managers keep an eye on when risks and controls are recorded, updated or deleted. This helps them keep a handle on the changing organisational risk landscape.
- **Reporting** - Risk Manager is packed with a variety of reports covering risks, controls and control actions. All of these are easily accessible through the main menu and through the Reporting Dashboard (available to Administrators) that provides a concise summary of key information. Users also have access to key information that affects them through their own personalised dashboard and reports.

**The user dashboard keeps users up-to-date on tasks falling due in the next month as well as any alerts and notifications that they may have missed.**

### Use cases

Anybody who currently uses a spreadsheet application to create and maintain risk registers will find the functionality provided by Risk Manager makes it a lot easier to record, manage and collaborate on organisational risks. The use of risk clusters and categories makes it possible to build cascading risk registers and to consolidate all risks into reports at the click of a button.

Organisations who currently use expensive risk management solutions packed with features that they seldom use or need, may find that the focused functionality available in Risk Manager makes for a much more affordable and functionally fit solution to their needs.

The integrated **readyplatform** tasks and alerts module also ensures that users are kept accountable for their assigned actions and the assurance function has a quick view on when controls are to have been implemented so that they can schedule appropriate follow-up reviews and audits accordingly.

### Pricing and in-app purchases

Regardless of the size of the client organisation, the number of risks monitored or the number of users accessing the webapp, subscribed organisations pay only R5 999 per month on an annual contract basis. Subscriptions are payable annually in advance and clients have the option to trial the webapp for 30 days prior to contracting.

### Limitations

- Any employee can purchase the annual subscription. Once purchased, that person becomes the Webapp Administrator who then makes all decisions related to the webapp within the respective client organisation.
- Client organisations who wish to make purchases must have a PREMIUM subscription.

## IP-Enabled Webapps

IP-Enabled webapps provide the functionality to quickly digitise your IP that may exist in Microsoft Excel® workbooks, PowerPoint® slide decks or any other format. These webapps give you the functionality to not only keep your digitised content in one, easy to search location for all your staff to access globally, but also to make this content available to your clients who can use it to self-assess and benchmark themselves.

## Questionnaires (Premium Content)

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One of the features in Questionnaires is a library of **premium content** which is accessible to every client organisation. The library contains a number of pre-built questionnaires covering a range of topics that can be purchased and used by client organisations “out of the box”.



When a client purchases one of the premium questionnaires, they can use it as many times and with as many respondents inside their organisations as they wish for a period of twelve months. This enables them to measure improvement in controls, maturity levels or whatever the focus is of the questionnaire that is being used by creating additional sessions and inviting staff to participate.

In some instances, the premium content is backed by professional advisors who are able to interpret the results and provide follow-on consulting or implementation work to assist clients in improving their results.

### Use cases

Premium content in Questionnaires is an excellent way for client organisations to access the IP of traditional consulting houses by using the same content in a Control Self-Assessment approach. This helps them to quickly gather information at a much reduced price allowing them to get greater benefit from the consulting engagement which is then focused more on interpretation and remediation and less on information gathering.

Professional services firms also have the ability to leverage the content to provide additional analysis services to their clients without the need to carry research and development costs.

### Pricing and in-app purchases

Pricing is based on a per-questionnaire basis and is displayed in the content listing.

Where a client organisation purchases a premium questionnaire, they can use it as many times as they wish internally for twelve months. However, if they intend to use it to include people outside their organisation, the usage fee will also apply (See **Questionnaires** section above).

Where client organisations purchase questionnaires in bulk, a discount may apply and, in some instances, the usage fee may be waived.

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