

# Digital Success in COVID-19

Sorwe's technological infrastructure and rapidly developed crisis management applications played a key role in keeping more than 4,000 **Evyap Holding** employees safe in the pandemic period in 5 countries. This process was successfully managed by providing continuous and double-sided communication with Sorwe and Evyap workforce.

## Status Notifications collected from 1,200 employees continuously

Employees were able to communicate instantly 24/7 through Sorwe App when they saw any problems related to their workplace's safety. Amendments about their concern shared back with follow-up messages.

## Real-time tracking of 4000+ employees

Safe working environments were created by spotting disease areas, contact environments and contingency risks with instant communication infrastructure.



## Instant Pulse Surveys

With instant questionnaires, Instant Pulse Surveys, Sorwe tracked what the employees think & feel regularly.

## 90% of the employees were touched 24/7

With the personalized instant communication, the reservation system applied in the normalization process, 90% of the company's employees were touched.



## 75% Savings with digital crisis management

4 personnel had to make this planning to manage the reopening process planned by manual methods. With digitalization, all these processes were managed more safely by 1 staff.



## Anxiety level dropped in 49% of employees

The level of anxiety decreased in 49% of employees in the whole workplace thanks to Sorwe's 24/7 available platform and digital applications that became the voice of employees from the first days of the pandemic to the reopening process of the offices.

## Challenges

- Developing and launching new products in a tight period of time
- Instant and effective communication with all employees at the same time
- The need of periodic health monitoring of 4000+ employees
- Managing the complex 'return to work' entirely digitally

## Solutions

- Designing a new product for COVID-19 Crisis Management including all related features in 5 working days with a dedicated team
- Creating an instant and personalised communication platform for all employees and the business
- Jet Survey - Advanced instant survey and analysis tool
- Instant analysis of results from the field with Sorwe Analytics
- Efficient and cost-saving process management with end-to-end digital modules

# **Evyap Holding: Inspiring Digital Vision & The Story Behind COVID-19 Crisis Management Tool:**

Evyap is one of the world's largest soap and personal care products manufacturer with more than 4,000 employees. In addition to the manufacturing facilities in Turkey, Evyap has a production plant in Egypt from 2002 onwards. Furthermore, Evyap Malaysia Oleo-chemistry and Soap Production Plant Investment came into operation in 2014. Evyap is a leader in beauty soap, skin-care products, pre-shave and after shave categories in Turkey.

In the pandemic period, Sorwe played a key role in implementing and controlling all action plans for keeping Evyap employees and facilities safe, by establishing a double side communication network with the employees to achieve high motivation culture and ongoing safety.

With the Daily COVID-19 Questionnaire, Sorwe ensured that the working environments were safe by analysing the disease findings, contact environments and contamination risks of the employees, making the necessary medical guidance and sending the risky employees to quarantine.

With control forms and notification lines, Evyap employees have found the opportunity to keep their facilities safe by identifying the factors and problems that increase the risk in the factories and sharing them through Sorwe. During the COVID-19 period, 1,200 employees started immediately communicating whenever they saw any security-related issues. Sorwe tools eased to take immediate action by the management and monitoring 24/7.



## **Why Sorwe**



**User Friendly  
Mobile Technology**



**Intelligent Visual  
Reporting**



**Gamified Experience**



**End to End Digital Process  
in single interface**



**7/24 Technical Support**

## Fully Digital Management of Reopening Processes

It was vital to plan and manage the return processes to the offices safely. By designing this process step by step, in addition to its platforms, Sorwe developed Reservation System specific to the reopening process that has become an essential part of employee experience.

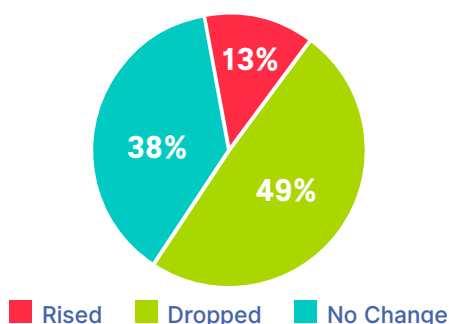
During the normalisation period, the Reservation System provides quick and practical information about the new working environment and security rules to control the entrance and exit, thus protecting the facility from risks.

The Reservation System digitalises the process of returning to the office of the White Collar, which is unmanageable with manual work for big scale companies. Instead of manual work of processing the entry records and tracking emails, the Reservation System reduced the work of 4 people to 1 person and saved 80% time efficiency for the management team.

Sorwe's demanding features with easy use increased the engagement levels up to 90% with the company, which shows the key role of Sorwe in employee experience during the pandemic.

With the use of Sorwe, the level of anxiety decreased in 49% of employees in the workplace. Sorwe's 24/7 internal communication platform and digital applications became the voice of employees from the first days of the pandemic to the reopening process of the offices.

### The change of anxiety levels from the first day of the pandemic to the reopening period



## What is Jet Survey?

It is an advance in house survey and analysis tool to collect realtime feedback for companies. Companies can use many ready to use surveys or can design their survey o tests in 4 easy steps. Our infrastructure is also allowing us to create intelligent flow and segmentation depend on a different focus group in your study.

Design your survey, collect answers and analyse results. Complete all process within minutes.

Intelligent Reminder System will increase participation in your all surveys which you need a quick reaction.

## What is Reservation System?

The Reservation System is a special crisis management solution that runs on Sorwe platforms for a planned and safe return to offices. It manages and organises all processes for an employee.

Employees must complete the health-check questionnaire on their mobile devices a day before they arrive at the workplace and make reservations for places in public areas such as offices, cafeterias and dining halls.

The system does not allow reservation if there is a health risk or potential contamination. Reservation will not be permitted if the workplace has already reached the occupancy level for the given date.

The system transfers information of the employees who make reservations to security, and the workspace, that all needs, including food and toilet, are planned automatically by the system.

# The secret of ensuring employee motivation in pandemic; Listening to employees better for effective workforce

During the pandemic, it was crucial to have an effective communication and feedback for employees who work remotely, to ensure they feel safe and keep ties with the company strong.

Evyap regularly monitored what employees think and feel through instant questionnaires on the Sorwe platform during this critical period. Participation and feedback rates increased by 80% during the pandemic.

Status notification forms and Suggestion System helped the feedback processes between the employees and the company, which eased the management and made the process continue without interruption.

**“In the Pandemic period, Sorwe products, infrastructure and the continuous support played a key role in the realisation, control of all action plans prepared for keeping Evyap employees and facilities safe, establishing a double side communication network with the employees and achieving continuous motivation and enhancing the supportive company culture.”**

**Kader KARACA**  
International & HQ HR Manager

Creating a new internal communication feature through the Sorwe platform where the corporate management and employees can always communicate, strengthened the link and trust between the HR team and the workforce.

## About Sorwe

Sorwe is the end to end digital employee experience platform. We combine employee experience with human analytics and create happier and more connected teams with the solutions we offer to modern companies who believe in human-oriented approach for the secret of success. Sorwe is selected one of the best innovative companies by Global Entrepreneurs Program (GEP) by the UK government in 2019. Sorwe has offices in London and Istanbul while Sorwe's end to end digital HR services are being used in +10 countries. We are aiming to create sustainable high performance culture for future of companies globally.