

## Partners and Leaf Node Descriptions + Tags

### Info and Tags, All Leaf Nodes in “Human”:

#### Leaf Node: **IT**

Info: Facilitates direct access to the company's designated IT specialist, who is equipped to handle technical aspects of the software and hardware systems employed by the company. This node is present to recommend a solution to IT-related issues such as system disruptions, software bugs, or security concerns. It is meant to be recommended in order to solve personal or pressing organizational technical issues. That is, this node is recommended when an IT-related problem, an urgent organizational one, or a personal one, is identified.

Tags: Software, hardware, network, IT, technical, system, cybersecurity, database, server, troubleshooting, IT support, error, bug, failure, downtime, outage, slow, performance, upgrade, installation, access, security, CRM, ERP, cloud, SaaS, IoT, AI, machine learning, data analysis, programming, web development

(This leaf node should be customized to specify the exact expertise of the person in question).

#### Leaf Node: **Finance**

Info: Connects user with the company's designated finance expert, who is equipped to handle a wide range of financial matters. This leaf node is present to facilitate expert guidance on financial issues, supporting decision-making processes across various financial operations. User issues can include budget management, cost analysis, financial reporting, and compliance adherence, among others.

Tags: Finance, budget, costs, expenses, revenue, funding, investment, savings, financial planning, accounting, audit, overbudget, underfunded, financial loss, tax, profit margin, financial report, financial compliance, cost reduction, invoicing, QuickBooks, SAP, Oracle Financials, financial analysis, cost accounting, financial forecasting

(This leaf node should be customized to specify the exact expertise of the person in question).

#### Leaf Node: **Default Leaf Node - SWARM Expert**

Info: Provides access to book a meeting with a SWARM expert, serving as the default resource for general inquiries and support. This node is crucial for users needing highly personalized guidance or expert advice that falls outside the specific categories of IT and finance. It ensures that all users have the opportunity to engage directly with a SWARM professional to discuss their unique challenges and receive tailored solutions.

Tags: general inquiry, information, help, assistance, contact, support, question, advice, guidance, unclear, unknown, multiple, diverse, unspecified, general, unsure, don't know, customer service, consultation

#### Leaf Node: **External Expert**

Info: Connects users directly to a specialized external expert selected by the company for their knowledge and expertise in specific fields. This node is present to address specialized or complex issues that require expert insight beyond the in-house capabilities of the company or SWARM Engineering.

(This leaf node should be customized to specify the areas of expertise and types of information the external expert can provide).

Tags: expert, specialist, consultant, advisor, professional, external, specialist knowledge, expert opinion

#### Leaf Node: **Partner Employee**

Info: Provides access to a designated representative from one of the company's partners. This node is present to allow user's to quickly reach a partner employees for coordination, information exchange, or support related to their challenge.

Tags: partner, collaboration, liaison, joint, cooperative, representative, coordination, project management, partner relations, joint, integration, shared, alignment

## Info and Tags, All Leaf Nodes in “Software”:

### Leaf Node: **UCT**

Info: Provides access to SWARM Engineering’s comprehensive library of use case templates designed for the agrifood industry. The user should be recommended a specific templates that best matches their organizational challenges, such as inbound and outbound logistics, resource management, or production optimization. It offers guidance on how to effectively utilize these templates to achieve operational efficiencies and solve complex problems. Whether you are looking to enhance existing processes or explore new opportunities, this node ensures you have the tools and support necessary to apply these templates successfully.

Tags: see UCT Tags document

### Leaf Node: **Default Leaf Node - SWARM Expert**

Info: Provides access to book a meeting with a SWARM expert, serving as the default resource for general inquiries and support. This node is crucial for users needing highly personalized guidance or expert advice that falls outside the specific categories of IT and finance. It ensures that all users have the opportunity to engage directly with a SWARM professional to discuss their unique challenges and receive tailored solutions.

Tags: general inquiry, information, help, assistance, contact, support, question, advice, guidance, unclear, unknown, multiple, diverse, unspecified, general, unsure, don’t know, customer service, consultation

### Partner 1: **Kragworks**

Partner tags: Specialty crops, farm management, generational knowledge, decision support, agricultural optimization, farming efficiency, data-driven agriculture, technology in farming

#### Partner 1 Leaf Node 1: **Scouting**

Info: Enables simple and user-friendly data acquisition and reporting at the field level. Data is tied directly to GPS locations and into a field’s history for year over year data analysis. Example scouting events could be pest tracking, frost damage, disease, irrigation breaks, etc.

Tags: Field staff, farm manager, precision farming, pests, disease, field data, agriculture scouting, farm scouting, scouting mobile

#### Partner 1 Leaf Node 2: **Asset Management**

Info: Tracking of physical objects on a farm and logging events towards them. Example asset checks could be tractor maintenance, wind machine maintenance, bathroom checks, OSHA compliance checks, G.A.P. Compliance

Tags: Maintenance, compliance, G.A.P., OSHA, wind machine, tractor maintenance, asset management

