Amazon Launches TeamSafe

Team managers can now efficiently organize and distribute communications regarding employee safety.

CHARLOTTE, July 2020, Amazon introduced TeamSafe, a new application which enables team managers throughout an organization to automate communication tasks specifically regarding the safety of their employees. A manager's ability to mitigate time to identify and deploy company resources during a safety event in the aid of individual employees is crucial. Team managers can now identify those employees automatically with TeamSafe's communication flow.

Until now, managers would need to manually distribute safety information in the case of natural or man-made incidents, crises or disasters. Group chats or contacting individual employees is a task that can take a long time. Time and complexity of contacting and identifying specific employees that needs help becomes worse as a team gets larger. Keeping track of which employee requires aid and making a record of each interaction distracts the manager from the value of focusing on solely getting their employees the information or help they need.

TeamSafe automates deployment of safety information allowing managers to construct their teams and create safety events for each specified team keeping communication, direct and precise. TeamSafe allows the manager to keep communication with each individual employee private along with keeping a record of each event. The application tracks team members responses and notifies the manager directly if the employee needs help. The application scales with the size of any team, whether a manager is responsible for 5 or 50+ members.

 "In the past year our management has discussed how to properly communicate with our team during one of these events… whether it be a tornado touching down here in Charlotte or during these unprecedented times of the health crisis", says Jack Jones, Solutions Architect Charlotte Team. "We wanted to be able quickly communicate with our employees, make sure they get the information we provide and then do everything we can for an employee that needs our help. That is why TeamSafe exists today and we are excited to share it."

Cody Penta, a TeamSafe Customer, said, "I have over 30 employees on my team that work at different times. Before TeamSafe, I would have to manually text every employee and track status across 30 text messages. It became even worse when I had to figure out who to follow-up with when there were no responses in a timely manner. Teamsafe helps automate all of that."

Managers can sign up here, (https://master.d2zhh8ijz4vzo6.amplifyapp.com/). Once they have an account, creation of employees, teams and events is only a few clicks away. Employees will be asked to opt-in with each employee that a manager signs up, after that a manager can assign them to their team to distribute information.

For more information, visit the FAQ or contact the developer at jackjdw@amazon.com

Customer FAQ:

Q1: What is Teamsafe?

TeamSafe is a web application that allows team managers to automate and organize communication between them and their employees. It is capable of recording responses from employees and automatically notifying a manager if an employee needs aid.

Q2: What devices does TeamSafe support?

TeamSafe a can operate on any device that has access to the internet and run a modern web browser (Chrome, Safari, Edge, and Firefox).

Q3: I manage multiple teams, can I put different teams in a safety event?

No, currently TeamSafe only support 1 team, 1 event interactions. We suggest if you manage multiple teams to place all the members that you want to distribute information to in a singular team.

Q4: Do you store the responses from my employees, so I can access them later?

Yes, each event receives a dashboard that will display all the responses from your team members for that event. Currently, storage is indefinite until the event is deleted by the manager.

Q5: How does TeamSafe communicate with my employees?

TeamSafe operates solely on SMS messaging, we believe this is the best way to engage team members immediately and to funnel responses.

Q6: How can I tell if my employees responded to my event?

TeamSafe keeps track of each team member belonging to an event the manager sends out. The application resends your event message to each employee every 30 minutes until they have responded. If an employee needs help that manager is notified via SMS.

Q6: What if my employees contact information changes?

TeamSafe allows the user to update an employee's information at any time.

Q7: What types of communication can TeamSafe distribute?

Currently TeamSafe can distribute two types of events. First, a transactional event, this type of event requires responses from your team members and tracks what they send back to the application through the applications dedicated phone number. An employee must respond with the I.D. of the event to properly filter their message to the specific event you sent out. Each response has a color designation inside the event dashboard, green for positive, blue for neutral, and red for a response that needs attention.

Second, an fyi event, is designed to send less critical information that does not require a response from your team. The team will be sent a SMS message to their phone number that you designate when you create the event.

Visuals:
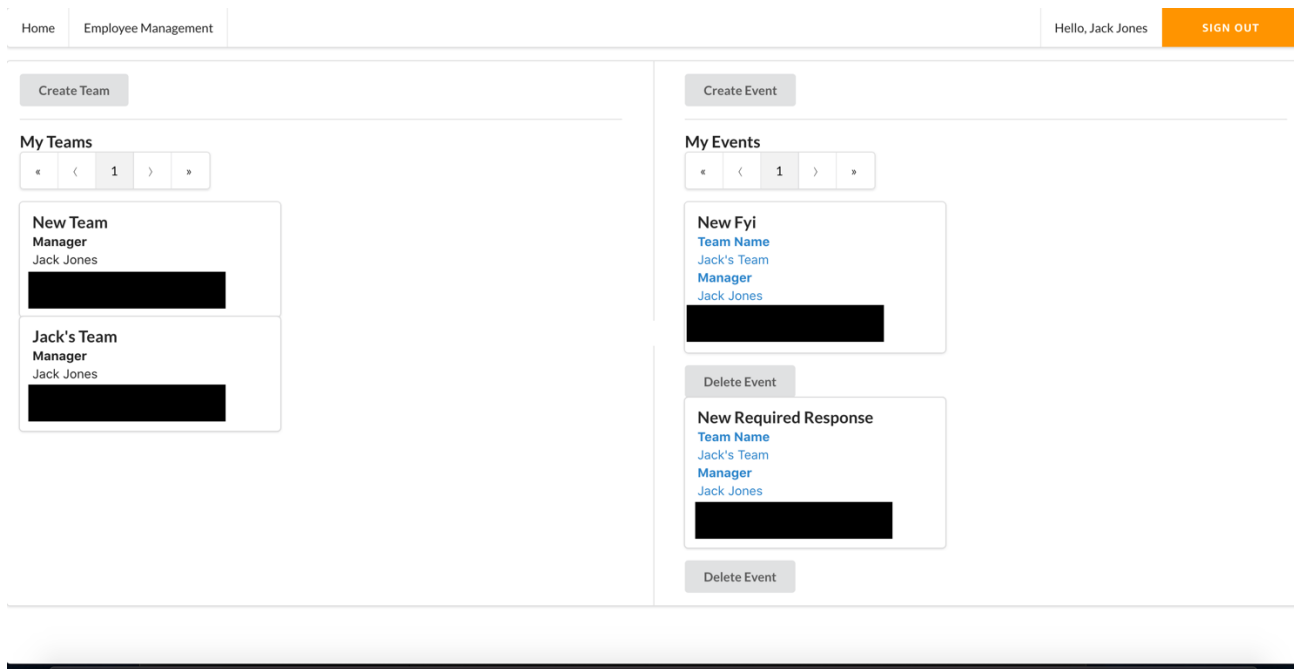
5 Customer Questions

1. Who is the customer?

   Teams who need a fast, reliable method of distributing and organizing safety information to their team.

2. What is the customer problem or opportunity?

   Inefficient methods of communication during a safety event, which include public group text, emails or manual phone calling, in which do not promote privacy, automatic record keeping and organize and is a slow process.

3. What is the most important customer benefit?

   Distribution and automatic response tracking of safety information received by each team member

4. How do you know what customers need or want?

   The development team that created it, is a customer as well. The developers own experience and data gathering of managing communication of large teams, including the military.

5. What does the customer experience look like?

   An understandable UI, with few steps from account-signup to distribution of information to specific teams