

# Improved Employee Experience and Engagement with a Dedicated ES Application



## Summary

To boost employee engagement and operational efficiency, a Dubai-based real estate leader partnered with INTECH to build a centralized ES (Employee Self-service) application. The new solution replaced disjointed legacy systems with a unified platform for better collaboration and communication.

The result? A user-friendly, mobile-first solution that empowers employees, reduces manual workload, and ensures faster resolution of workplace issues, creating a culture of productivity and satisfaction.

## About the Client

The client is a well-known Dubai real estate developer with over 20 high-end residential and commercial properties. These properties are supported by a large and diverse workforce to deliver the best experiences to customers.

Although they are well-known for their innovation in real estate, the client faced internal operational issues due to outdated and uncoordinated employee management systems.

## Client's Challenges: Lack of Unified Employee Management

The client struggled to maintain operational efficiency due to fragmented HR tools and communication channels. This led to inefficiencies, employee dissatisfaction, and missed opportunities for productivity improvement.

The INTECH team identified critical gaps in collaboration, information access, and employee autonomy that needed immediate attention.

### Key Challenges:

#### Disjointed Systems

HR requests, employee letters, discount benefits, and incident reporting were handled through different tools, consuming time and increasing confusion.

#### No Centralized View

Fragmentation made it difficult for managers to track employee activities, making strategic decision-making challenging.

#### Weak Communication Flow

Lack of a dedicated internal communication tool led to missed updates and slower decisions.

#### Delayed Issue Resolution

Employees had no real-time way to report incidents or concerns, which affected trust and workplace safety.

#### Low Employee Involvement

The absence of self-service tools kept employees dependent on HR, leading to frustration and slower processes.

Outdated systems created communication barriers and disconnected processes, limiting engagement and operational speed.

## Intech's Solution: Centralized ES App for Empowered Workforce

Understanding the client's pain points, INTECH proposed building a custom ES application to bring together all essential employee services into one easy-to-use platform.

This mobile-friendly app aimed to simplify processes, increase engagement, and foster a connected and proactive work culture.

Here are the key features:

#### Centralized Dashboard

- ▶ By providing a one-stop shop for everything leave requests, HR letters, benefits, etc. both the employee experience and HR workload will be eased by having to switch from one platform to another.

#### Self-Service Capability

- ▶ Employees can apply for leave, request for documents, or check their benefits on their own, all within the employee app. The benefit to employees of having the capability to compete some HR functions via self-service increases their satisfaction level and employee autonomy.

#### Instant Incident Reporting

- ▶ Real-time incident reporting allows employees to notify management of issues immediately. This direct communication with management creates safer environment for employee.

#### Smart Notifications

- ▶ Alerts and reminders are system driven, which keeps HR, management, and, employees informed on tasks, deadlines and HR announcements.

#### Streamlined Communication

- ▶ The app acts as the official channel for team-wide updates. It also helps employee to direct communicate with HR.

#### Performance Overview

- ▶ Managers gain better visibility into employee performance and concerns, helping build a cohesive and supportive team culture.

## Implementation process

Our team started by learning about the client's workflows, and we mapped out the key steps in the employee journeys as part of the original analysis. We make sure that the new app could effectively work with existing methods and be easy to engage with for all of the employees.

While working on the ES app, our focus remained on usability, quick deployment, and employee-first design.

Here is how we did it:

- 1 Unifying Data from Disparate Sources**  
Collating and migrating HR data from different tools into one app required precise coordination and data validation.
- 2 User Adoption Across Age Groups**  
We designed with simplicity in mind, ensuring employees of all technical backgrounds could adopt it effortlessly.
- 3 Real-Time Communication Setup**  
Implementing responsive features like alerts, incident notifications, and chat functions while maintaining speed.
- 4 Offline Access Readiness**  
Ensuring the app worked in low-connectivity areas so employees in remote buildings could still stay connected.
- 5 Security & Privacy Controls**  
Adding multi-level access control to safeguard sensitive employee data and ensure role-based permissions.

## Business Impact

The ES app brought in noticeable improvements across multiple areas.

The impact of our solution includes:

Better HR and employee coordination

Increased engagement and faster communication

Smoother incident handling processes

Employee satisfaction improved with direct access to information and services. HR processes became more responsive, saving time and effort.

The workplace became more collaborative and employee-centric.

## Tools and Technologies Used

INTECH chose proven, scalable technologies for reliable performance and quick development turnaround.

- ✦ **Cordova:** Enabled cross-platform deployment using a single codebase, cutting development time and cost.
- ✦ **HTML, CSS, JavaScript:** Built a simple adaptable website that works on all devices making it easy for anyone to use right away.
- ✦ **Ajax:** Powered real-time interactivity, allowing smooth content updates without full page reloads.