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## Empower franchisees with the collaboration, online training, and support tools they need to thrive

Set your franchisees up for long-term success. Trust FranConnect to provide collaboration tools that drive engagement, a continuous learning platform that scales to thousands of users, a library with your operations manuals, best practices and online support for enhanced franchisee satisfaction.



THE ENGAGE SOLUTION INCLUDES FRANCONNECT HUB,  
TRAINING AND SUPPORT.

engage

# The Hub

## *Engage franchisees with a central communications hub*

Envision the day when all your franchisees are active participants in the collective growth of your franchise system. Getting there requires consistent communication, information sharing and development that only FranConnect can deliver.

### **Improve Franchisee Engagement**

Maintain active engagement with your franchisees and improve communications, promote collaboration, and provide greater support while reducing costs. The Hub is a single place for franchisees to easily find and access the tools, information, and engaging content they need to develop and grow.

### **Build a Community**

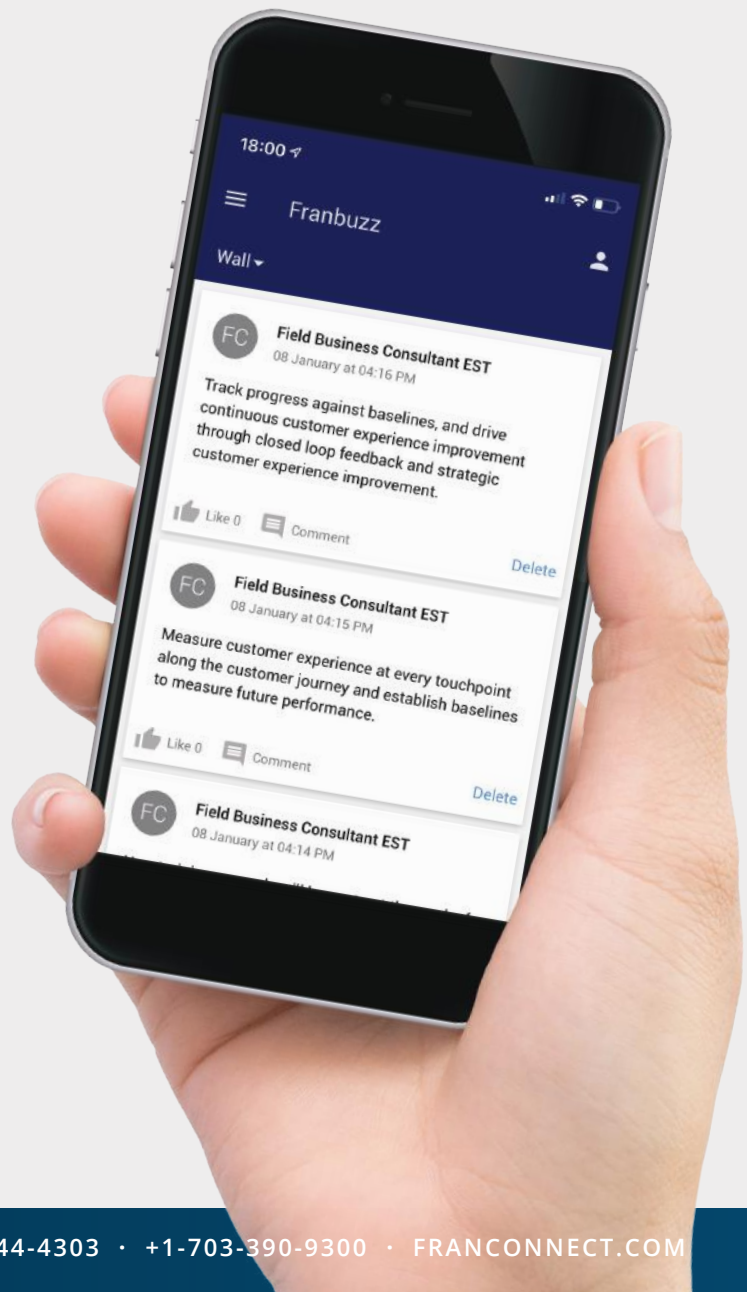
Share ideas and best practices via The Hub's proprietary social network where franchisees can collaborate and spark action. Group discussions, ePolling, and mobile app push notifications drive higher engagement.

### **Centrally Manage Key Materials**

Bring all your critical content into a single, secure, permissions-controlled hub. Centrally manage and share operations manuals, marketing assets, and more, while maintaining version control.

### **Stay Connected with the FranConnect Mobile App**

Use the FranConnect Mobile App to access The Hub – so you and your franchisees can stay connected.



# Training

*Increase your franchisees ability to out-execute the competition with a proven learning management system (LMS)*

Empower franchisees with the knowledge they need to succeed—in all areas of your business. FranConnect Training is a dynamic learning management system (LMS) that improves franchisee onboarding and training, while reducing your training costs by up to 50%.

## **Train Franchisees and Your Support Teams**

Improve onboarding and train both franchisees and your employees with a learning management system (LMS) that scales to thousands of learners.

## **Experience a Dynamic Training Environment**

Delivered via a convenient desktop or mobile app for broad engagement, FranConnect Training supports dynamic web-based and video content so you can quickly communicate and roll out new initiatives, while reducing training overhead.

## **Create Your Curriculum**

Deliver web-based training including video and SCORM-compliant content, on PCs and mobile devices. Build learning paths and track and award certifications.

## **Track Performance**

Track progress with quizzes and measure performance tied to business objectives, course curriculum, training requirements, and human capital management.

“ FranConnect’s 2019 Operations Index and FDD data analysis shows that the highest overall training hours being delivered through LMS and on-the-job training is in the QSR, real estate and hospitality industries. Don’t get left behind.

– **Keith Gerson, CFE**, President of Franchise Operations, FranConnect

# Support

*Improve franchisee satisfaction and reduce support costs*

Quickly address franchisee questions and concerns with an online help desk for tracking, managing, and reporting on all support requests. Eliminate bottlenecks, respond to issues quickly, and reduce costs.



## Rapid Response for Higher Franchisee Satisfaction

Automatically route tickets to subject matter experts for expedited handling.



## Address Common Requests

Easily create a searchable FAQ knowledge base to provide instant answers to common questions and alleviate support costs. Build reply templates to simplify FAQs such as password reset, common functionality, etc.



## Track Support Requests in One Place

PlaceTrack tickets, response rates and support history by unit all within the same centralized franchise management platform.



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