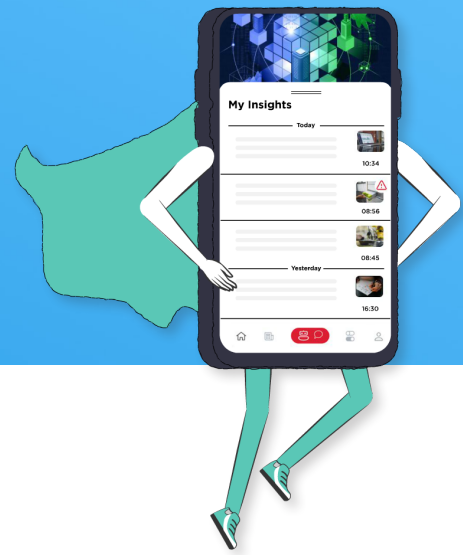


# DATA-DRIVEN DECISION MAKING ON THE GO.



## FREQUENTLY ASKED QUESTIONS

### How long does it take to set up Mobile Insights?

It takes around 6-12 weeks to implement Mobile Insights depending on the number of users and data complexity.

### Will users receive Mobile Insights notifications outside of working hours?

Each user can change the app settings to notify you whenever you wish. This can be within office hours only, or at all times. It is entirely up to them!

### We are currently using dashboards, how does Mobile Insights integrate?

Mobile Insights works alongside your current dashboards to provide personalised data and insights on the go. Or if you do not have dashboarding in place it can also be implemented and used.

### Why choose Mobile Insights?

Mobile Insights takes data and insight to the next level by serving up only what is relevant to support decision making on the go. This is critical for front line teams that don't have the time to look through dashboards.

### Our data is sensitive, Is Mobile Insights secure?

Yes, Mobile Insight users access the app via a secure logon using 2 factor authentication via Azure Services, and information will only be visible to users based on their level of access.

All Data Insight products and their systems undergo regular security assessments and penetration tests. Any sensitive and Personally Identifiable (PI) data will be triaged prior to entering the Mobile Insights ecosystem, and only be included if necessary. If sensitive

### How do I update my data or add a new data source in Mobile Insights?

Your data will update automatically on the same cadence as your own systems. For example, if the data in your systems is updated overnight, then that data will be visible on your app the next morning.

If you wish to add a new data source, then you can request this from Data Insight.