LIME ACCESS

Digitalization and hosting of business systems

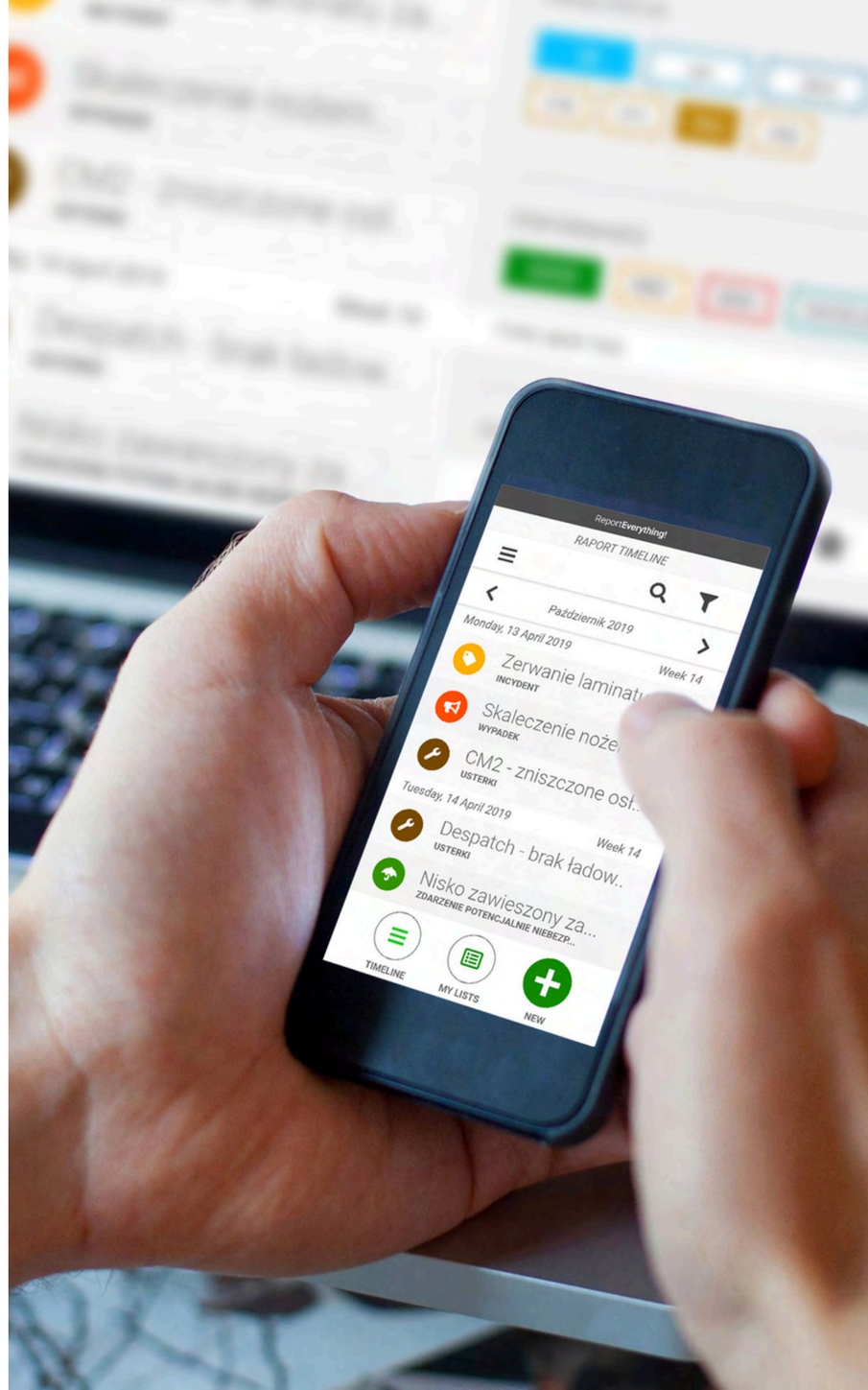
LimeBook **TMG**

Task Management Application

LimeBook TMG is a task management system that enables the creation, delegation, and real-time monitoring of tasks. It centralizes data, automates communication, and supports reporting, ensuring full control, transparency, and fast decision-making based on up-to-date information.

limebook

EN ISO/IEC 27001:2023



LIME ACCESS

We digitize business processes using our proprietary web application, LimeBook, which provides secure data hosting, cloud storage, and controlled access to business information and documentation.

The application combines the advantages of custom-built solutions with the simplicity and fast deployment of off-the-shelf products.

Users of the LimeBook application value both the flexibility of customization and the scalability of the solution, as well as support during process mapping, digital implementation, and ongoing technical support.

The benefits we deliver include:

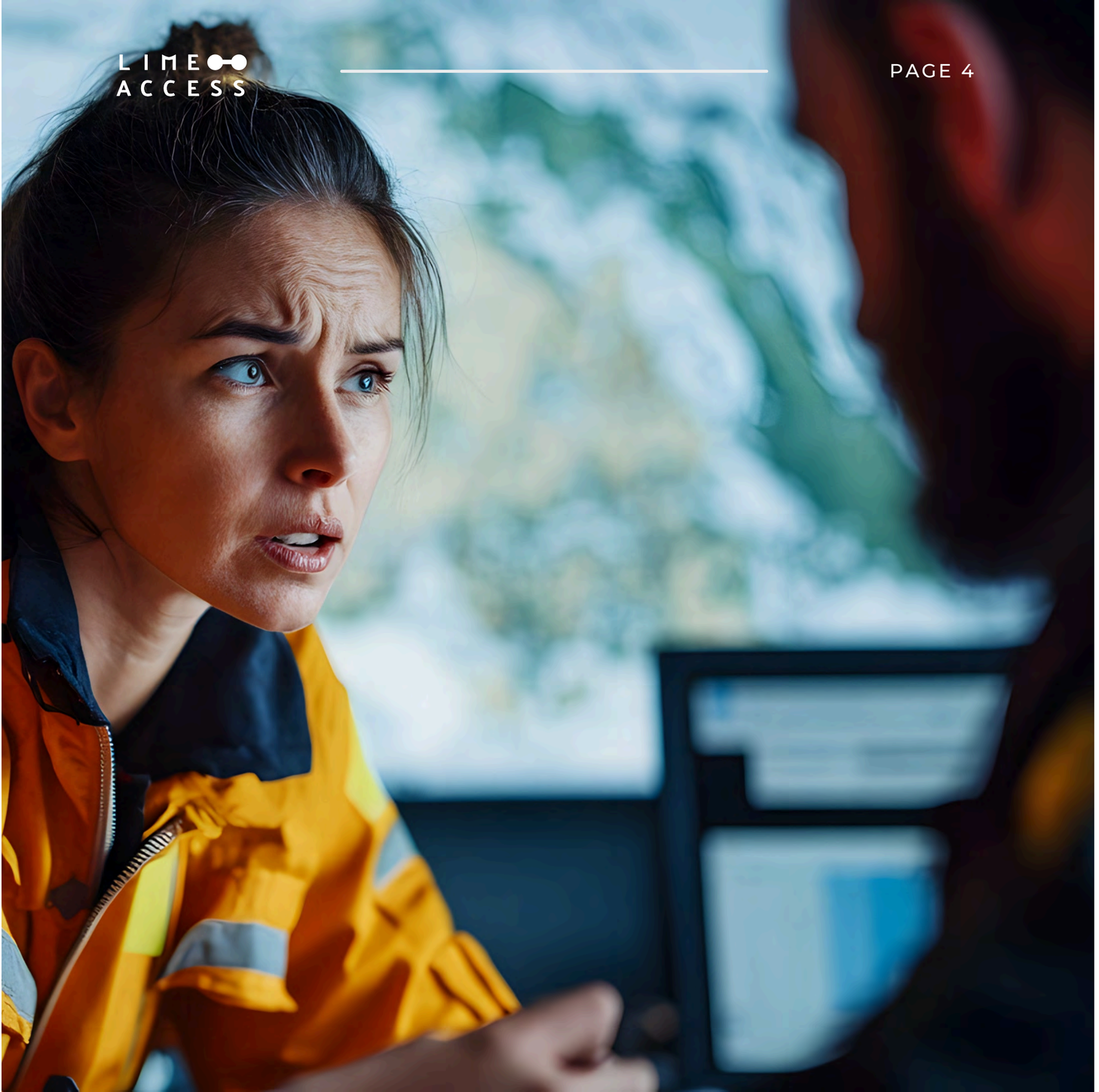
- streamlined workflows and information flow,
- increased operational efficiency,
- cost reduction and time savings,
- improved team collaboration,
- effective data management.

We are proud to be a boutique provider. This allows us to offer you something that often disappears with market leaders: a **genuine relationship** and the assurance that your business **truly matters to us.**

By choosing us, you can be **confident** that you won't be overshadowed by other projects.

We are here to **support your growth** with the **utmost care**.





LimeBook TMG in the hands of your team means:

- Full control over tasks and their execution.
- Organized and standardized operational processes.
- Fast access to up-to-date and reliable data.
- Effective communication and clear division of responsibilities.
- Faster response to issues and reduced delays.
- Data-driven decision-making rather than intuition.

Key features of LimeBook TMG

TASK DELEGATION AND LIFECYCLE MANAGEMENT

Problem:
Lack of clear task ownership, chaos in handing over responsibilities, and an unstructured execution process that makes it difficult to track status and progress.

Solution:
Comprehensive task management covering the full lifecycle:

- creation, editing, tracking, and deletion of tasks,
- assignment of responsible individuals,
- definition of statuses (to do / in progress / done),
- setting priorities and deadlines,
- task completion verification,
- documentation of execution,
- substitution mechanism (vacations, sick leave).

👉 **Result:** an organized, transparent, and fully controlled task execution process within the organization.

Key features of LimeBook TMG

ACCOUNTABILITY CONTROL AND WORK ORGANIZATION

Problem:
Unclear roles, lack of access control, and an unstructured task framework lead to operational chaos, errors, and difficulties in managing a large number of activities and projects.

Solution:
An integrated system for managing accountability and work organization:

- user roles (admin, requester, executor, controller, manager),
- assignment of task ownership,
- permission matrix (RBAC) and access control to information,
- division of work into projects, lists, departments, and groups,
- use of categories and tags,
- task prioritization,
- automatic escalation of overdue tasks.

👉 **Result:** a structured work environment, clear accountability, and full control over task execution within the organization.

Key features of LimeBook TMG

EASY DATA ENTRY AND FLEXIBLE FORMS

Problem:
Time-consuming and complex data entry, lack of alignment between forms and real processes, and difficulties in reporting in field conditions lead to errors, incomplete information, and delays.

Solution:
An intuitive and flexible data capture system:

- fast and simple data entry from both mobile devices and desktop,
- customized forms tailored to the organization’s specific processes,
- ability to attach photo documentation as well as files and documents,
- support for voice notes to facilitate task creation in challenging field conditions,
- location tagging for events and tasks,
- priority definition,
- ability to evaluate task completion.

👉 **Result:** fast, complete, and high-quality operational data that supports efficient task management and decision-making.

Key features of LimeBook TMG

NOTIFICATIONS, ESCALATIONS, AND TEAM COMMUNICATION

Problem:
Lack of up-to-date information on changes, fragmented communication (email, phone, verbal agreements), and no control over deadlines lead to delays, loss of information, and missed actions.

Solution:
An integrated system for notifications, escalations, and communication:

- task and deadline reminders,
- status change notifications,
- overdue alerts,
- automatic escalation of tasks not completed on time,
- notifications (push / email / SMS),
- task comments,
- centralized communication and information,
- full communication history linked to each task.

👉 **Result:** efficient communication, full control over deadlines, and elimination of the risk of information loss and delays.

Key features of LimeBook TMG

DATA CENTRALIZATION AND OPERATIONAL ANALYTICS

Problem:
Dispersed documentation across files, folders, and different departments, along with the lack of real-time insight into statuses, statistics, and trends, makes audits, control, and accurate decision-making more difficult.

Solution:
An integrated data management and analytics system:

- a single central repository collecting all reports, requests, and activity history,
- instant access to data and the full operational trail,
- data visualization (dashboards, charts, reports),
- statistics and trend analysis,
- real-time monitoring of statuses and work progress.

👉 **Result:** full data transparency, easier audits, and faster decision-making based on up-to-date and reliable information.

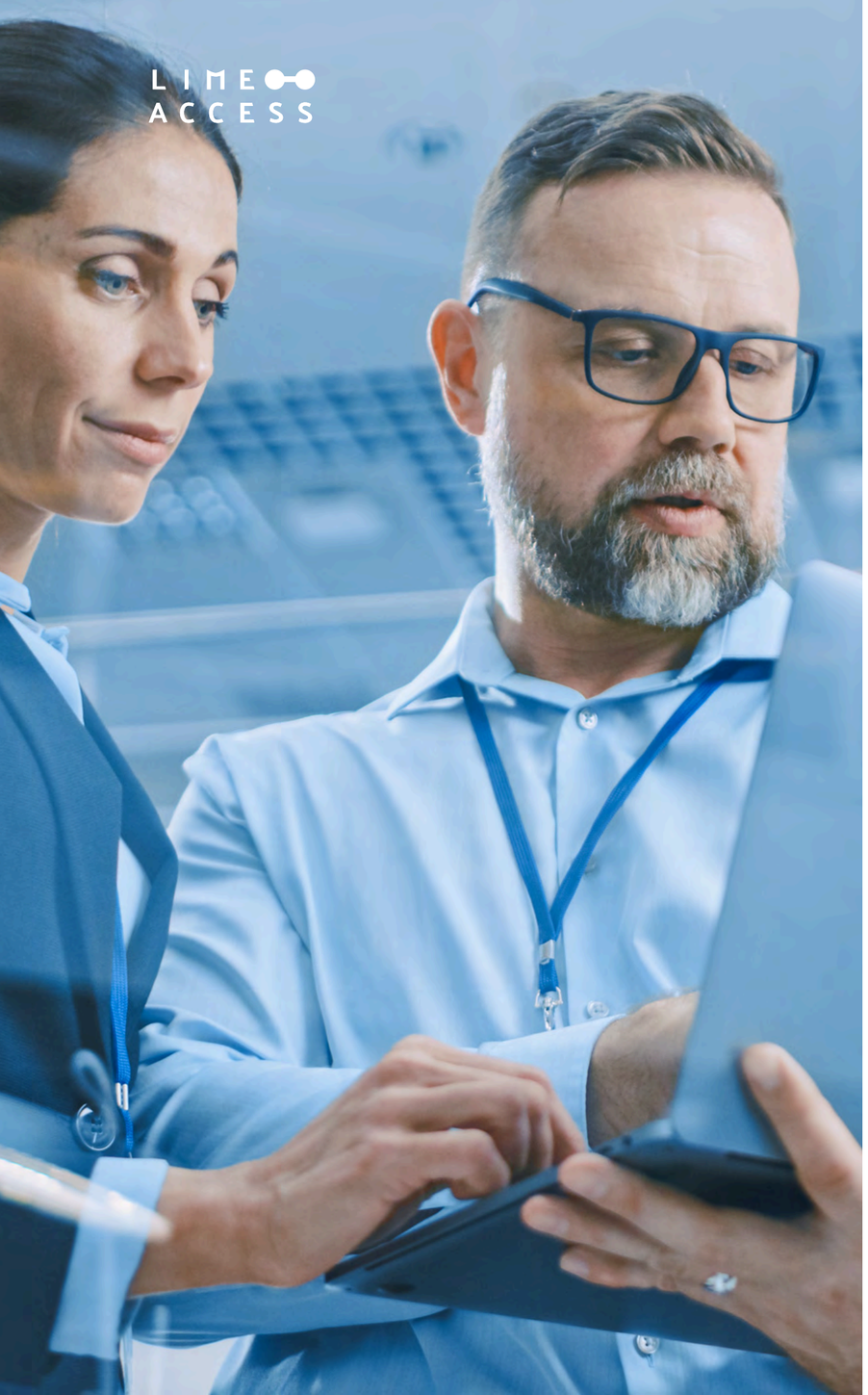
Direct beneficiaries of LimeBook TMG

Operational Managers
LimeBook TMG transforms day-to-day operations management into a predictable, measurable process instead of reactive “firefighting.”

Maintenance Department
LimeBook TMG transforms maintenance from reactive actions into a structured system for planning and controlling technical work.

Quality Control Department
LimeBook TMG enables the transition from individual inspections to system-based quality management driven by data and trends.

Board of Directors and Management Team
LimeBook TMG provides a single, consistent view of operations across the entire organization, eliminating information discrepancies between departments.



Business value of LimeBook TMG for operational managers

Challenge:
Lack of consistent operational data, difficulties in task delegation, and limited control over task execution.

LimeBook TMG value:

- fast reporting and more comprehensive documentation of activities,
- precise task delegation and assignment of responsibility,
- ongoing monitoring of execution and task statuses,
- easy access to information for reporting and audits,
- complete data (text, photos, audio) supporting quick understanding of situations,
- access to up-to-date operational metrics and trends.

Benefit:

- greater operational control and improved team management,
- immediate action-taking,
- earlier risk detection and prevention of escalation,
- accurate planning of operational activities based on current progress,
- time savings in preparing documentation and periodic reports.
- Greater operational control and improved team management.

Business value of LimeBook TMG for the Maintenance Department

Challenge:
Delayed reporting of failures and difficulties in coordinating service activities.

LimeBook TMG value:

- mobile reporting of issues and failures directly from the site,
- precise event documentation (photos, multimedia),
- delegation of repair tasks (internal and external),
- setting priorities based on impact on production,
- real-time monitoring of work and statuses,
- automatic routing of requests to the appropriate technicians.

Benefit:

- faster response to failures and reduced production downtime,
- more accurate diagnostics благодаря the use of multimedia materials,
- fewer technical misunderstandings and more accurate service decisions,
- full visibility of repair statuses, completion times, and delays,
- clear division of responsibilities and elimination of information chaos.
- Conscious, controlled, and efficient management of the service process.





Business value of LimeBook TMG for the Quality Control Department

Challenge:
Dispersed data, time-consuming reporting, and lack of quick access to analytics.

LimeBook TMG value:

- fast data collection from mobile devices,
- standardization and automation of quality reports,
- automatic generation and delegation of corrective actions,
- instant access to statistics and reports,
- customized statuses supporting enforcement of corrective actions,
- precise documentation of quality control and audits,
- customized reporting metrics and quality trend analysis.

Benefit:

- fewer complaints and higher customer satisfaction,
- immediate feedback reducing losses,
- faster and more accurate identification of production errors,
- ability to perform both qualitative and quantitative analysis of non-conformities and action effectiveness,
- prediction of potential sources of issues.
- Proactive, data-driven quality management.

Business value of LimeBook TMG for the Board of Directors and Management Team

Challenge:
Lack of consistent, up-to-date data for decision-making and limited visibility into operational processes.

LimeBook TMG value:

- access to structured management data in real time,
- benchmarking and KPI monitoring,
- risk identification and support for mitigation,
- full history of events and operational activities,
- analysis of trends and process statistics,
- ongoing visibility into task statuses, quality, and safety.

Benefit:

- data-driven decisions and greater strategic control over the organization,
- improved quality and continuity of production through identification of process weaknesses,
- reduced administrative burden thanks to automated reporting,
- strategic decision-making based on facts rather than intuition.
- Full data visibility and fact-based management, ensuring control over efficiency, risk, and costs.



With LimeBook TMG, we deliver:

NUMBER OF SUPPORTED PROCESSES	1	Customized report type.
MEMORY	1 GB	For attachments.
NUMBER OF SMS MESSAGES PER MONTH	1000	Within system notifications.
NUMBER OF EMAILS / NOTIFICATIONS	unlimited	Within system notifications.
NUMBER OF USERS	unlimited	With standard permissions.
NUMBER OF PERMISSION GROUPS	4 grupy	Standard permissions.
NUMBER OF SUPPORTED DEVICES	unlimited	Devices with internet access.
OPERATION	unlimited	As part of generated reports.
APPLICATION LANGUAGE VERSIONS	PL, EN	Additional language versions on request.

Customization and exploitation support

PROCESS ANALYSIS AND MAPPING

A necessary stage of a properly conducted digitalization process. It enables:

- precise definition of the digitalization objectives,
- identification of areas requiring optimization,
- preparation of a process map that serves as the basis for system implementation.

SYSTEM IMPLEMENTATION

A key phase consisting of:

- system launch,
- process testing,
- training for key users,
- preparation of user manuals,
- handover of the system for production use.

ONGOING TECHNI-CAL SUPPORT

Its scope includes:

- technical support for day-to-day system usage,
- resolution of any issues and failures,
- optimization of currently supported processes.

OPTIMIZATION AND DEVELOPMENT

It is the implementation of the continuous improvement approach, delivered through regular system updates with particular focus on:

- cybersecurity,
- UX/UI functionality,
- adding new system features.

Key features of the LimeBook TGM system / service

CLOUD-HOSTED

Guaranteed reliability and data security through environment isolation, continuous updates, and infrastructure managed by specialists—without the need for in-house investments or server maintenance.

SUBSCRIPTION-BASED BILLING

Predictable fixed monthly costs make budget planning easier without the risk of unexpected expenses. No upfront investment in hardware, software, or licenses is required, resulting in a low barrier to entry.

CUSTOMIZATION

Our approach maps your physical processes into a digital environment. Our bespoke configuration translates complex business logic into user-centric solutions, delivering an individualized foundation for scalable automation in your operational area core.

COMPLIANT WITH ISO/IEC 27001:2023

LimeBook TGM operates based on processes and mechanisms that support full data control—from collection and processing to archiving. The system ensures data consistency, integrity, and availability, aligning with the core principles of ISO/IEC 27001:2023.

MODULAR ARCHITECTURE

LimeBook TMG can operate independently or be integrated with other systems, creating a cohesive and scalable solution tailored to the company’s specific needs.

SCALABLE

By using the system, you incur only the necessary costs, and when needed, LimeBook grows with you in line with demand for:

- additional types of processes,
- additional locations,
- higher volumes of operations.

Lime Access Sp. z o.o.

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