

ZEBRA WORKFORCE CONNECT

Enterprise-grade push-to-talk application for businesses

HAULIERS | COURIERS | WAREHOUSES | DISTRIBUTION | HEALTHCARE | UTILITIES | RETAIL | HOSPITALITY



Zebra Workforce Connect is an app which allows users to communicate instantly and clearly at the touch of a button. Because it runs on smart devices which connect to either cellular (3G/4G/5G) or Wi-Fi networks, Zebra Workforce Connect users can achieve nationwide coverage.

Compatible on any Android, iOS or Windows 10 device, Workforce Connect can unify an organisation by removing all physical and geographical barriers between users, allowing them to work efficiently and safely.

A young man with curly brown hair, wearing a white button-down shirt, is looking intently at a handheld device (likely a scanner or PDA) he is holding in his hands. He is in a retail or warehouse environment, with a red garment hanging on a stand to his left and a window in the background showing a street scene. The overall lighting is bright and natural.

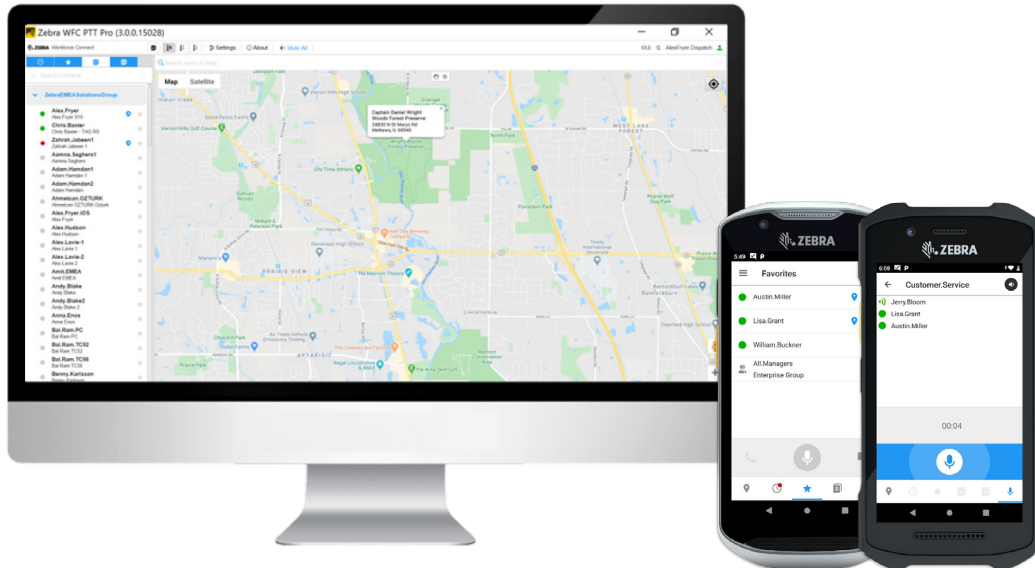
Connect teams better than ever with push-to-talk

Keeping teams connected is hard, especially when they are often spread out over wide geographical areas and always on the move. Giving them a platform to communicate instantly and at just one touch of a button allows them to collaborate better than ever before.

Many users in the **transport & logistics, distribution, warehousing, healthcare, retail and hospitality and utilities sectors** rely on smart devices for everyday tasks like scanning, job ticketing and delivery administration. Many of these users, however, carry a secondary device for communication, which often results in inefficiencies and represents another business cost.

That's where Workforce Connect comes in - users can communicate instantly with colleagues both inside and outside the four walls using their chosen device.

Help your teams communicate more efficiently than ever before



Workforce Connect helps employees in different teams and geographical locations communicate more effectively, regardless of the device they have, using **push-to-talk (PTT)** technology. In real-world terms, this means that a logistics co-ordinator using a Windows PC, a warehouse operative using a Zebra Touch Computer and a field-based sales agent using an Android or iOS smartphone can instantly communicate via PTT, giving the business communication flexibility and efficiency like never before.

Which devices are compatible with Workforce Connect?

- Zebra Android smart devices
- Android Smartphones (GMS certified)
- Android Tablets (GMS certified)
- Apple iPhones
- Apple iPads
- Windows 10 PCs





A scalable solution for businesses of all shapes and sizes

With goalposts often changing and customers' expectations always increasing, businesses are having to constantly adapt and improve operationally. Workforce Connect adds significant value to businesses looking to operate more efficiently in two key areas.

Workforce Connect is device-agnostic, meaning it is compatible with all Android and iOS smart devices as well as Windows 10 PCs. The business can therefore keep their communications universal while ensuring their employees are using the right devices for their specific needs.

It is also incredibly simple to set up Workforce Connect and integrate it within your teams. The Workforce Connect app runs seamlessly in the background of your chosen device, and is managed via an intuitive online portal.

Workforce Connect - key features

Workforce Connect's user interface is designed for workers to achieve total communication flexibility, no matter where they are or where they are going. It is a **Google Material Design** app, which means the user experience is seamless and smooth and it is instantly familiar to users of consumer devices, requiring virtually no training to use.



Create as many talk groups as you need



Easy over-the-air programming and fleet management



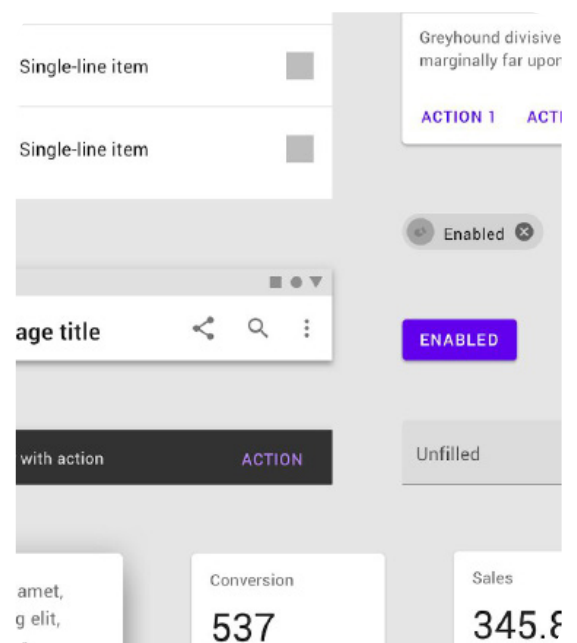
Replay voice messages if you miss them*
**not yet available on iOS*



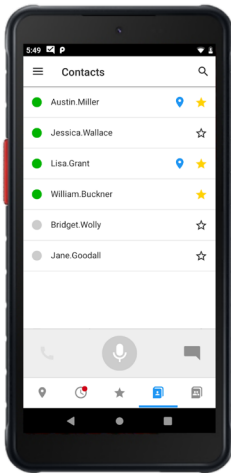
Real-time location with Google/iOS maps

Key feature: Google Material Design

Workforce Connect was built according to Google Material Design. Its user interface is easily learned and navigated, and is similar to the consumer smartphone experience most users are familiar with. This increases efficiency and minimises the need for staff training.



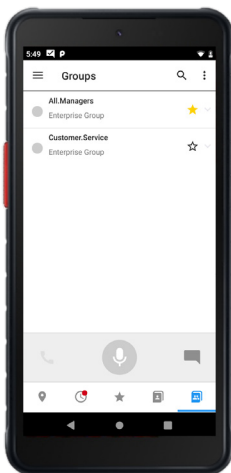
Workforce Connect - key features



All your contacts, easily accessible

SCENARIO: Your company has multiple sites with a talk group set up for each site. You have something important to broadcast but is only relevant to team members working on one of the sites.

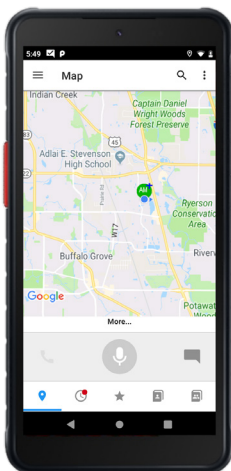
SOLUTION: Simply select the group for the site you need to speak to and hit the push-to-talk button. You are then placed into a talk group with all those users so communication is open and transparent.



Group communication made easy

SCENARIO: Your company has multiple sites with a talk group set up for each site. You have something important to broadcast but is only relevant to team members working on one of the sites.

SOLUTION: Simply select the group for the site you need to speak to and hit the push-to-talk button. You are then placed into a talk group with all those users so communication is open and transparent.

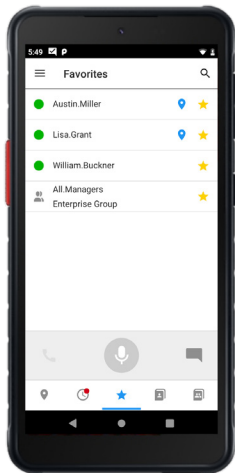


Your teams' location in real-time

SCENARIO: You receive an urgent re-delivery request from an important customer towards the end of the working day. You want to keep the customer happy, and the easiest way is to redirect a nearby driver.

SOLUTION: Check where your drivers are on the map and create an ad-hoc talk group. An available driver can then reply with a PTT message to the whole group so that everybody knows the re-delivery is in process.

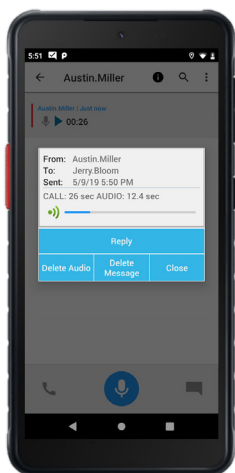
Workforce Connect - key features



Your favourites just one touch away

SCENARIO: You are working on an important project with just a few colleagues spread out across different teams, but you only ever need to speak to them individually and your company contacts list contains several hundred names.

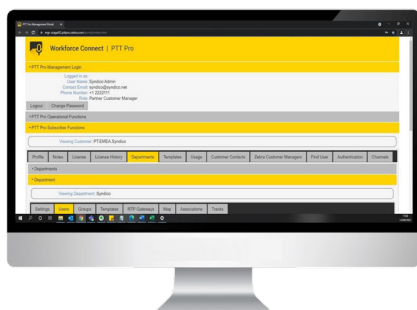
SOLUTION: Simply hit the “star” icon next to each contact in the full contacts list and they will appear in the “favourites” tab – as soon as you’re done, hit the “star” icon on your favourites list to remove them.



Replay recent push-to-talk messages

SCENARIO: You receive a voice message from a colleague who you have been in PTT conversation with, but you miss the latest message because you were with a customer.

SOLUTION: Simply click on the contact in your “recents” tab and listen to the message again. It will play back your whole conversation without the gaps in between PTT messages, so you can hear the one you missed in context of the full dialogue.



Easily manage and monitor your teams

Workforce Connect is managed via an online portal where you can choose every aspect of your team’s setup. From broad changes like a group name to granular details like which options appear for individual users, any changes made on the portal are deployed instantly over-the-air. The portal can also be used to remotely track, stun and activate devices.

Call a member of the team today on **01234 855300** or email **sales@etsltd.co.uk**

A worker in a yellow hard hat and safety vest is using a handheld device in a warehouse. The worker is looking up at a high shelf filled with cardboard boxes. The device is a black handheld scanner or PTT device. The background shows a large warehouse with high ceilings and many shelves of boxes.

Consolidate all your technology into one smart, hand-held device

Most businesses rely on data. That's why choosing the device a worker uses every day is so important - especially for workers who are always on the move and need to take their data with them.

When many businesses choose the devices they use day-to-day, they have to prioritise data capabilities over voice functionality. Now, they can experience the best of both by simply adding PTT functionality without having to replace or invest in new devices.

For this reason, Workforce Connect is well suited for businesses who are looking to help their team members communicate better without compromising tech-driven operational systems which are already in place.

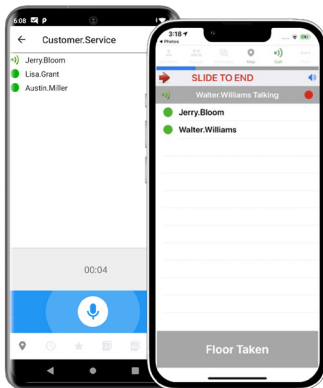
Optimised for a wide range of smart devices

Workforce Connect is optimised for a huge range of phones, scanners, tablets and Windows 10 PCs. This allows the business to save money by converging multiple devices into one, and allows users to quickly and easily boost their inter-connectivity and productivity.



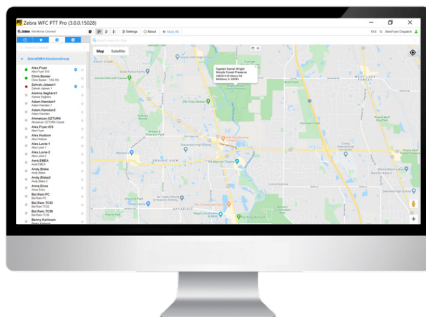
Scanners and Touch Computers

If you're already using a Touch Computer such as a Zebra TC21/26 or TC52x/57x, Workforce Connect was made for you. If you're using a Zebra device, all hard buttons are fully mapped to the system's functions and the app is pre-installed, so **you're good to go**.



Smartphones and tablets

If you're already using an Android or iOS smartphone to do your job, Workforce Connect will give it the functionality of a two-way radio, running seamlessly in the background. Simply download "WFC PTT Pro" from your phone's app store and **you're good to go**.



Windows 10 PCs

If you work in an office or control room environment, you can run Workforce Connect on your Windows 10 PC. Perfect for monitoring a fleet of vehicles or remote workers, simply install the application on your PC and **you're good to go**.

Discover our range of compatible devices at www.ers-online.co.uk



Boosting performance across a range of key indicators

Voice communication adds value to every organisation. The ability for workers to communicate efficiently and effectively results in improved levels of productivity, safety, customer service and, ultimately, profitability.

When workers are always on the move, however, voice communication suffers. Even if every worker has a mobile phone, significant time is lost in finding a contact, calling them and waiting for the call to connect.

As a result, push-to-talk communication platforms are becoming popular and even commonplace. Workforce Connect has helped businesses in many key market sectors where, if communication breaks down, things like efficiency, safety and customer satisfaction are the first to suffer.

Boost business performance with Workforce Connect

Healthcare

- Nurses
- Doctors/Physicians
- Lab Technicians
- IT/Engineering
- Maintenance
- Patient Transport
- Home Healthcare
- Emergency Response/Paramedics

Transport and logistics

- Managers
- Route Planners
- Delivery Drivers
- Warehouse Operatives
- Forklift Drivers
- Dispatchers

Retail distribution

- Warehouse Operatives
- Forklift Drivers
- Engineering
- Delivery Drivers
- Maintenance

Retail stores

- Managers
- Store Assistants
- Regional Managers/Reps
- Headquarters Staff

Manufacturing

- Production Line
- Managers
- Engineers
- Goods In/Out
- Security
- Maintenance
- Quality
- Sales Reps

Hospitality

- Managers
- Housekeeping
- Security
- Front Desk & Concierge
- Events
- Catering Services

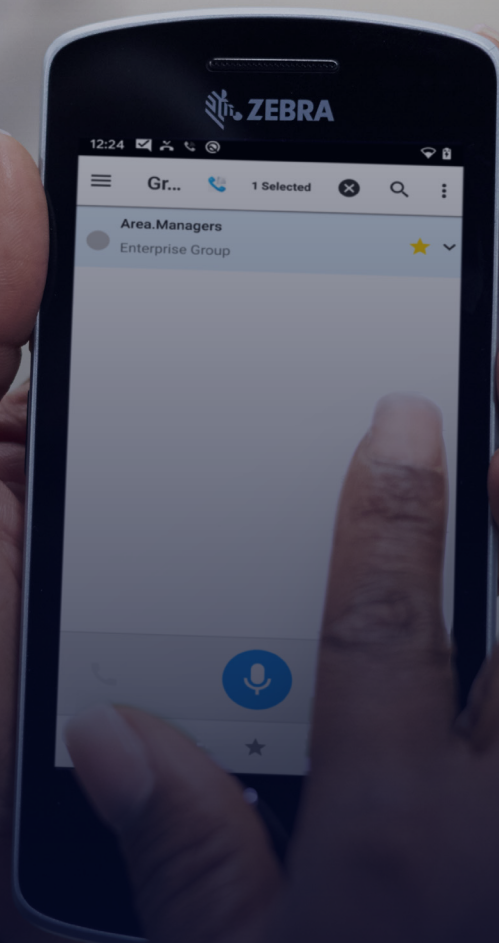
Utilities

- Field Engineers
- Office-Based Engineers
- Control Room Operatives
- Call Centre Staff
- Sales Reps

Discover: Samsung rugged range

Many businesses can't find devices which are powerful enough to be used all day, every day but rugged enough to withstand harsh treatment. Learn more - call us on **01234 855300**.





Start your journey to a better connected workforce

There are millions of Zebra smart devices, Android and iOS smartphones and Windows 10 PCs in the UK which are used every day by businesses to manage their staff, data and systems.

Many of these organisations would benefit hugely from Zebra Workforce Connect - **if you are one of them, get in touch today.**

Call us on **01234 855300**

Email us at **sales@ersltd.co.uk**

 **ZEBRA**
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