ZEBRA

Workforce Connect

**GIVE YOUR WORKERS THE POWER OF ONE —
ONE DEVICE FOR ENTERPRISE CLASS VOICE, DATA AND TEXT MESSAGING.**

Do your workers suffer from 'communications disconnect'?

If your workers use multiple devices to reach the data and people they need throughout the day, they suffer from 'communications disconnect' — forced to waste time switching between different devices to get the job done, and forcing you to purchase and support multiple devices per person. Introducing Workforce Connect, the easy way to marry all of your voice and data communications into ONE multi-functional mobile computer that allows your workers to do it all — access information in your line-of-business applications; take voice telephony calls; instantly reach a co-worker; manage a team located across the country or around the world with robust push-to-talk; plus text messaging to one person or a group with members all around the world.

The result?

Streamlined workflows — no more time spent juggling devices. Your workforce is finally ONE. ONE team that is seamlessly connected, able to act with amazing efficiency and effectiveness — and take customer service quality to a whole new level.

WORKFORCE CONNECT — delivering the impact of many with the power of ONE.

Workforce Connect

The Power of ONE

The Workforce Connect family

The modular Workforce Connect family allows you to pick and choose the capabilities you need today, and add what you need tomorrow:

Workforce Connect Voice Client

Eliminate desk phone dependency and deliver the right voice features to the same mobile computers your workforce is using to access your line-of-business applications. Workers are connected, yet no longer tied to their desk for voice calls. And you can deliver a customized user experience that makes accessing voice and data easier than ever.

Workforce Connect PTT Pro

Give your workers robust one-to-one, site-to-site and group push-to-talk services over cellular and Wi-Fi networks, removing boundaries — your workforce is always connected, regardless of worker location. Workforce Connect PTT Pro is compatible with select Zebra, consumer Android and Apple iOS devices.

Workforce Connect Enterprise Messaging

Included in Workforce Connect PTT Pro – Workers can send text and images over any Wi-Fi or cellular network, enabling communications when voice is not an option.

Workforce Connect PTT Express

Give workers instant PTT group services over your existing Wi-Fi network, right out of the box, on selected Zebra hardware. This complementary client software brings up to 75 workers together with group push-to-talk communications.

Workforce Connect
Voice

ELIMINATE DESK PHONE DEPENDENCY

The calls routed through your PBX are just as important to your business as the data in your back-end applications. To keep your workers connected to your PBX, you need to invest in mobile PBX handsets — or risk reduced response times and customer service quality. Now, Workforce Connect Voice provides a cost-effective alternative, allowing you to add PBX handset functionality to select Zebra mobile computers you already own. The result? Your workers get the single device simplicity that streamlines workflows and improves response times, improving productivity and customer service quality. You get more value out of your existing PBX and Zebra mobile computers, improving your return on these investments. And there are fewer devices to purchase and manage, driving your capital and operational costs down.

Telephony integration
This client-only solution supports the world's most popular PBXs. Workforce Connect Voice is easy to install — no need to change your existing PBX configurations or purchase, install and manage additional servers or gateways.

Rich telephony features
Comprehensive PBX features turn Zebra mobile computers into mobile deskphones, helping eliminate wired deskphones and empowering workers with the anywhere anytime voice features they need to better collaborate and better serve your customers.

Enterprise customization
You get complete control over the user experience. You decide which features appear where, allowing you to provide your users with single button access to the features they need most. And since you have complete control over screen design, colors and more, you're also in charge of the look and feel of every screen.

Enterprise application integration
Give users single-button instant access to the applications they typically use during a phone call — just add the application icon to the Home or In-Call screen. Since the Workforce Connect floating icon is always visible during calls, users can easily toggle back and forth between your business application and In-Call screen as needed. When workers are inside a business application, with one swipe, they can access a screen with the call options and additional business applications that you have defined. The result is a highly intuitive solution that virtually eliminates the need for training.

Easy to deploy
Select the features you want to give a specific user group and let the PBX push those features to the Workforce Connect Voice client to automatically create the buttons. Then simply: drag and drop the buttons where they will best serve your users on the Home and In Call screens; define any additional buttons for other capabilities, such as opening a line of business application; automatically adopt speed dial and corporate directories — and more. And with support for multiple user profiles per device, you can automatically provision a device with the right features for two or more users, making it easy to share devices from shift to shift.

Easy to use
Simplifies complex telephony functions — users can see and graphically manage up to six different extensions on select PBX integrations, as well as join and drop hunt groups on the fly with the press of a button or two. You can also control the colors of the fonts and background on the user screens to ensure readability indoors and outside.

Communication choices
You get superior integration with PTT Pro and PTT Express. If a user is on a phone call, a real-time visual alert presents the identity of incoming PTT callers, complete with missed notifications to remind users to return any unanswered calls.

Workforce Connect
PTT Pro

END THE 'COMMUNICATIONS DISCONNECT' BETWEEN GROUPS INSIDE AND OUTSIDE YOUR FOUR WALLS

Throughout the day, workers often have questions that require an immediate answer. A warehouse worker might need to reach a manager with a question about a shipment, a nurse might need to reach a doctor with an urgent question regarding patient care, or a delivery driver might need to reach dispatch about a problem with a delivery or vehicle breakdown. With Workforce Connect PTT Pro, any worker can reach any worker via PTT or text messaging, regardless of whether they are inside or outside the four walls. This cloud-based service works on virtually any Wi-Fi and cellular network and is fast and easy to deploy — you can be up and running in as little as a day. And since PTT Pro works on Zebra mobile computers, third-party mobile phones and even your Windows computers, it's easier than ever to connect your entire workforce with a constant and secure, push-to-talk voice and messaging platform, customized with single button access to the features and applications they use most. And with more modes of communications on a single device, you can reduce the number of mobile devices you need to purchase and manage.

FEATURES

Secure private and group calling
Groups can contain up to 250 subscribers.

Broadcast groups that support up to 60,000 subscribers
Reach your entire workforce all around the world with the press of a button.

Works on almost any Wi-Fi or cellular network in the world
Delivers cost-effective coverage inside and outside the four walls.

Powerful presence information
Before placing a PTT call, users can check to see if the workers they need to contact are on a PTT call, online, busy, Do Not Disturb, on a PBX call or not logged on.

Connect different workers with different types of devices
This network agnostic solution works on compatible Zebra Android mobile computers and third party devices such as the Apple iPhone, iTouch and iPad, various consumer Android devices and desktop or laptop computers. And you can count on continued development to support more Zebra and third party mobile devices in the future.

Easy-to-deploy cloud based service
Just activate service on compatible devices and your workers are up and running.

Flat low monthly cost per user
No calling plans, budget surprises or talk-time overages.

Enterprise-class reliability
The PTT Pro platform is built for dependability, with redundant servers, multiple routing options for continued service in the event of an equipment issue, best-in-class security and encryption, 24x7x365 monitoring and more.

Highly scalable
Whether you are a small rapidly growing enterprise or a large enterprise that wants to start in a single department and expand later to the rest of your associates, PTT Pro can meet your needs. Connect a handful of workers today and thousands of workers around the world tomorrow.
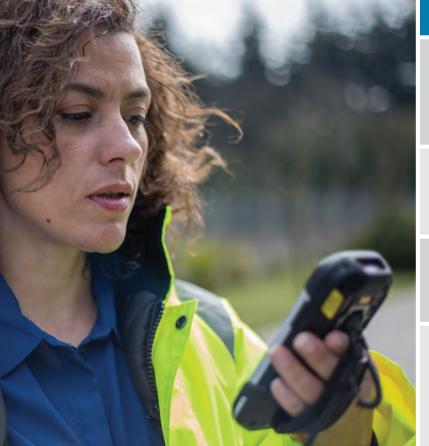
Highly flexible
Administrators can create open, closed and shift groups. Individual users can use these pre-configured groups or create groups on the fly, providing the flexibility to meet the group communication needs of all users in any enterprise.

Know where your users are
View the real-time location of all your users on a map, along with their presence status. Historical tracking is also available as an additional service to monitor worker movements, providing the business intelligence you need to better manage your workforce. For example, dispatch can instantly identify the driver closest to the next pick-up location to minimize vehicle mileage and fuel costs — and maximize the number of stops per day.

Easy-to-use web-based portal
Enables easy, anywhere and anytime management of every aspect of your Workforce Connect PTT Pro solution.

Comprehensive secure text messaging features
Send a text to any individual user or pre-defined group; create and save groups on-the-fly; create pre-configured messages for single-tap responses when workers are busy; send images and more.

Enterprise messaging
Enable secure text messaging over any Wi-Fi or cellular network to connect your entire workforce.

Easy-to-deploy
Just activate this cloud-based service on compatible devices and your workers are up and running.

Enterprise-class security
Unlike texting over the public cellular network, with Enterprise Messaging, your messages are secure — critical for businesses that are bound by stringent laws that protect customer information, such as healthcare and payment card data.

Enterprise presence
Powerful presence information allows users to determine ahead of time if the person they need to reach is available to answer, providing the visibility required to better control the workflow — and obtain timely responses in urgent situations. Users can see if workers are online or on a PBX call, where text messages will be received with an audible alert — or in Do Not Disturb mode or not logged on, where messages will be received without an audible alert.

Enterprise-class reliability
Part of Workforce Connect PTT Pro, this platform is built for dependability, with redundant servers, multiple routing options for continued service in the event of an equipment issue, 24x7x365 monitoring and more.

Highly scalable
Whether you are a small rapidly growing enterprise or a large enterprise that wants to start in a single department and expand later to the rest of your associates, PTT Pro can meet your needs. You can connect a handful of workers or thousands of workers all around the world, providing the peace of mind that the technology investment you make today will continue to serve your needs throughout the lifetime of your business.

Workforce Connect
Enterprise Messaging*

THE TEXT MESSAGING SERVICE BUILT FOR BUSINESS

Sometimes, a voice call just isn't appropriate. While workers may need an instant answer to a question, the co-worker or manager they need to reach may not be able to answer a call or accept a push-to-talk call. A sales person could be assisting or meeting with a customer. A nurse could be with a patient. A manager could be on a conference call. And a production line manager could be in an area of the manufacturing plant where the noise level makes any type of voice call nearly impossible. And sometimes workers just prefer to send a text message rather than placing a voice or PTT call. While text messaging is ideal when privacy, information confidentiality and customer service quality are issues, standard text messaging services lack the security your business requires — until now. Introducing Workforce Connect Enterprise Messaging, delivering the powerful text messaging features your workers need, with the enterprise-class security your business demands. (Note: Workforce Connect Enterprise Messaging is included with Workforce Connect PTT Pro.)

*Workforce Connect Enterprise Messaging capability is part of Workforce Connect PTT Pro. While you need to purchase Workforce Connect PTT Pro in order to access Workforce Connect Enterprise Messaging, you are not required to utilize the PTT service.

Flexible calling methods
Enables group calling with group or private reply.

Supports up to 32 flexible talk groups
Makes it easy to connect an entire department, all managers or a supervisor and their direct reports.

Supports multiple operating systems
This operating system agnostic solution runs on many Zebra mobile computers running Android, Windows Embedded Handheld, Windows Mobile and Windows CE.

Enables cross-device communications
Now you can easily connect different workers in different departments with different types of Zebra mobile computers, from compact handhelds to full size rugged mobile computers, vehicle mounts and more.

Works on your existing Wi-Fi networks
With a simple configuration you're up and running, no need to purchase new infrastructure.

Enterprise-class security for your voice communications
Secures your voice communications and allows you to choose the right level of security for different types of communications through support for open, WEP and WPA-TKIP-PSK modes.

Easy to use
So intuitive that training is virtually eliminated.

Workforce Connect
PTT Express

COMPLEMENTARY PTT CALLS INSIDE THE FOUR WALLS OVER YOUR WI-FI NETWORK

Instantly enable PTT communications between compatible devices over your existing Wi-Fi network with PTT Express. PTT Express is the most cost-effective way to give a small group of workers inside the four walls a basic voice connection — there is no additional infrastructure to purchase and the client software is free. Now you can evaluate if Push to Talk is right for your small group of workers, without investing a penny — just one of the many value adds you get when you choose Zebra mobile computers. This complementary software is standard on most newer Zebra mobile computers — and you can simply activate or download the client to deploy on your legacy compatible Zebra mobile devices.

*Two-way radio connectivity requires Zebra's Radio Link Server.

THE **POWER** OF
ONE
Connect your
workforce to it.

Planning and Implementation Services

Get your Workforce Connect solution up and running quickly, easily and cost-effectively

Zebra provides end-to-end solution simplicity with the proven methodologies, tools and expertise needed to ensure a successful implementation of Workforce Connect throughout your organization. Whether it's optimizing your network for voice, integrating Workforce Connect into your existing systems, proving out the solution in a live environment with an operational pilot, or protecting your investment with ongoing support, our turnkey services solutions can assist you with a successful roll-out.

TURNKEY SERVICES FOR A KEY ADVANTAGE

Voice Assessment Services

Our Voice Assessment services help ensure your existing foundation and WLAN environment are optimal to support quality voice communications and provide a high quality experience for your users. Zebra supplies all the hardware and software required to complete the assessment at your facility.

Operational Pilot Services

Operational Pilots ensure your technology plan delivers as promised for your stakeholders and business before roll-out. We will prepare a technical architecture plan for your pilot, help you implement this plan, train your users on the solution and put it to the test. The result? Faster roll-outs — and the confidence that your Workforce Connect technology solution is ready for deployment.

Deployment Services

We're here to provide the help you need with your Workforce Connect technology deployment — from solution design and planning for pilot, to device integration and management, audits and troubleshooting. Our experts leverage market-leading tools and methodologies to ensure consistent and professional integration. In addition, the staging of mobile devices often includes complex and overlooked areas, such as operating system version, security features, application loading, project management/coordination and quality assurance. Our Deployment Services provide thorough staging, verification and testing services for mobile device deployments.

Training Services

Roll out your new Workforce Connect technology throughout your organization in a consistent and coordinated manner. Our award-winning Knowledge Center and Learning Services are at the forefront of learning innovation, helping your users with adoption and change management to optimize your solution investment. Our Learning Services help your users understand how to use the new solution, speed the adoption and migration of core and advanced technologies, and increase your return on the investment you have made in Zebra solutions.

Visibility Services for Visionary Insight

Advanced insights to maximize the performance and productivity of your Workforce Connect solution

Keep All Your Users Connected with Expert Device Support and Repair

VISIBILITY SERVICES

Our Visibility Services give you important insight into the health, usage and performance of your Workforce Connect mobile computers to help you anticipate and proactively address potential problems before they happen — maximizing the performance of these critical assets and giving you greater peace of mind.

Asset Visibility Services

Asset Visibility Service (AVS) provides at-a-glance insight into asset visibility and health through an online portal dashboard or tablet app. Predictive insights into device health and performance, along with recommended corrective actions, allow you to be proactive rather than reactive.

Operational Visibility Services

Operational Visibility Services (OVS) gives you the control and actionable insight you need to drive improved business performance and better business outcomes. OVS provides the location, condition, health and usage patterns of your business-critical devices. Standard OVS includes a fully functional hosted and pre-integrated SOTI cloud-based MDM, while OVS Connect can integrate directly with your existing MDM software.

Zebra OneCare Premier

Zebra OneCare Premier, Zebra's highest level of service, delivers a truly differentiated service experience. You choose the features you need from customized dashboards, advanced diagnostics, third-party software support and proactive alerts designed around unique thresholds you select, all supported by a fully trained help desk. This level of deep operational insight allows you to integrate your operations and truly transform your business by taking full advantage of Zebra's overall service capabilities.

Your business relies on Zebra Workforce Connect to streamline business workflows and boost collaboration. Zebra OneCare Support protects that investment and helps ensure that your Zebra devices and software achieve maximum uptime and peak performance. You get unmatched support, right from the manufacturer — from experts that offer unparalleled product knowledge. With three service levels to choose from — Essential, Select and Premier — you'll find a Zebra OneCare offering that will meet your service requirements and your budget. And with global coverage, we're ready to meet your support needs, no matter where in the world your business is located.

When every second counts, Workforce Connect's secure, always-on voice and text communications keep your workers connected.

Unleash the IMPACT OF MANY
in your enterprise with

THE POWER OF
ONE
Connect your
workforce to it.

ONE single multi-purpose device that can
reach any worker, any information, any time —
no more communication boundaries
or deskphone dependencies.

ONE truly mobile workforce that can
deliver maximum productivity and
customer service quality.

Get the power of **ONE** in your enterprise
with Workforce Connect.

**FOR MORE INFORMATION ABOUT
WORKFORCE CONNECT, PLEASE VISIT
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