

A MODULAR STRATEGY FOR MAXIMUM SALES FLEXIBILITY

Workforce Connect's modular sales strategy is designed to maximize your selling success. Your customers can pick and choose the features they want to add — and features can be easily added at any time to meet changing business requirements.

BIG BUSINESS BENEFITS FOR ALL YOUR CUSTOMERS

Workforce Connect helps your customers achieve operational excellence by providing substantial benefits throughout the business:

The workforce

- Workers are more informed.
- Workers are more productive, able to complete more tasks throughout the workday.
- Workers can better engage with customers, improving customer service, the customer experience and customer retention.

Business processes

- There are fewer steps to complete a task.
- Disparate workflows are now integrated — workers no longer need to use different devices for different modes of communication (voice and data).
- Outcomes are consistent since voice and data workflow paths are not only integrated, but defined.

Operations

- The user experience is standardized, improving workforce flexibility and reducing training requirements.
- Your customers can leverage their existing infrastructure, with the Workforce Connect client, such as the PBX.
- Separate voice devices are no longer required, substantially reducing the number of devices your customer need to purchase and manage — along with the related capital and operational expenses.

WORKFORCE CONNECT

DELIVER ON THE PROMISE OF THE UNIFIED DEVICE WITH COMPREHENSIVE VOICE AND MESSAGING SERVICES FOR ZEBRA MOBILE COMPUTERS

If you're looking for a unique competitive advantage when selling Zebra mobile computers, you've just found it — Workforce Connect. Workforce Connect gives your customers the power of one — one multi-functional device that marries all voice and data communications capabilities in one mobile computer, including PTT, your PBX and messaging. Your workforce becomes one, able to seamlessly reach each other and the information they need at the press of a button. Now, with the press of a button, a worker can reach a co-worker, a manager or an entire team via PTT; take a PBX call from a customer looking for information; send secure text messages; and of course, access data in your line-of-business applications — all through one integrated and easy to use interface. Deliver the power of one to your customers with Workforce Connect.

WORKFORCE CONNECT PTT PRO

Overview

PTT Pro is a secure and robust cloud-based solution that enables users to communicate one-to-one and one-to-many over Wi-Fi and/or cellular networks globally — so your customers can connect their entire workforce with the press of a button.

Key features

- Cloud-based service for easy deployment — just activate service and your customers are up and running, and manage thru your PTT Pro portal
- Our cloud-service is highly reliable, with redundant servers, multiple routing options, 24x7x365 monitoring and more.
- Superior scalability — your customers can count on PTT Pro to meet their needs today, next year and ten years from now, providing investment security.
- Comprehensive PTT functionality includes private and group calling, presence so users can see the status of all other users, live locationing, Windows PC Dispatch client for communications with Windows desktop and laptop users, multi-language support and an easy to use web-based management portal.
- Includes Workforce Connect Messaging.

Competition

While there are other similar solutions in the marketplace, none offers the comprehensive set of functionalities that PTT Pro delivers. Key Zebra-only competitive advantages include:

- The ability to integrate with the Workforce Connect Voice client allows users to place PBX and PTT calls all in a single interface for unparalleled voice communication simplicity.
- The ability to integrate with various radio solutions on a donor radio or wireline connections, delivering tight integration.
- Locationing delivers the information needed to track and understand where your employees have been.

WORKFORCE CONNECT MESSAGING

Overview

Sometimes, a PTT call just isn't appropriate — such as healthcare, where a nurse may be in a patient room, or in retail where PTT calls could erode the experience between associate and shopper. With Workforce Connect Messaging, workers can send secure text messages to co-workers, whether they are inside or outside the four walls.

NOTE: When customers purchase Workforce Connect PTT Pro, Workforce Connect Messaging is included. Customers do not have to utilize PTT features to access Messaging capabilities.

Key features

- Messages can be sent to individuals or groups.
- Messages can be sent over Wi-Fi and cellular networks, connecting the entire workforce.
- Cloud-based service for easy deployment — just activate service and your customers are up and running.
- Highly reliable with redundant servers, multiple routing options, 24x7x365 monitoring and more.
- Enterprise security — ensures compliance with stringent privacy laws and confidentiality of information — unlike consumer texting.
- Superior scalability provides investment security.
- Comprehensive feature set — private messaging, predefined groups, creation of groups on the fly, creation of pre-configured messages, support for images, visibility into user status and more.

Competition

- Workforce Connect Messaging provides an integrated experience with other communication modalities. Where other solutions only provide messaging, we provide communication choices, all in one client.

SALES/REFERENCE MATERIALS

For the latest information and sales support materials, please visit:

Partner Central:
<https://partnercentral.zebra.com>

Workforce Connect Product Home:
www.zebra.com/workforceconnect

Enterprise Mobility Services:
www.zebra.com/us/en/services.html

Learning Portal:
<http://learning.zebra.com>

Solution Builder:
<https://solutionbuilder.zebra.com>

Co-branding Wizard:
<https://partnercentral.zebra.com>

Developer Tools:
www.zebra.com/software

For more information on how Zebra can help your customers streamline their business, please visit us on the web at:
www.zebra.com

WORKFORCE CONNECT VOICE

Overview

What if you could remove the dependency of the desk phone and deliver comprehensive voice features to your Zebra mobile computer? With Workforce Connect Voice, you can.

Key features

- Supports today's leading PBXs from Cisco, Avaya, Mitel and Asterisk today — and more in future.
- Comprehensive PBX feature support — on supported PBX's, enable up to six extensions as well as other advanced voice features. All key features are supported, including call forwarding, call waiting, caller ID, hold/resume, multiple call appearances, dial from phone contact list, wired/wireless headset and speakerphone modes and much more.
- Unparalleled customization — no other competitor offers the level of control over the design of the user interface — your customers decide which features appear where and when, as well as the look and feel of the screens and buttons.
- Unsurpassed user simplicity — Many Zebra-only features bring unprecedented simplicity to complex telephony functions — users can see and graphically manage up to six extensions, join and drop hunt groups on the fly and more.
- Superior deployment simplicity and flexibility — The PBX can automatically generate and place buttons, which can be easily modified, speed dial and corporate directories can be automatically adopted and an unlimited amount of user profiles makes it easy to meet the needs of every worker and work group.
- Integration with Workforce Connect PTT Pro/PTT Express.

Competition

Workforce Connect Voice's unique set of features places it in a class of its own — no other solution matches its customization, ease of development, PBX feature support, analytics and ease of access to analytics.

WORKFORCE CONNECT PTT EXPRESS

Overview

PTT Express is a complimentary client that allows your clients to instantly enable basic PTT calling capabilities for workers inside the enterprise.

Key features

- Enables instant PTT group calling between different types of devices, allowing workers with Zebra Android, Windows Mobile and Window CE-based mobile computers, two-way radios and more to connect. (RLS Express required for two-way radio integration.)
- No additional infrastructure required — PTT Express is serverless .
- Works over many existing Wi-Fi networks, providing cost-effective voice connectivity over the infrastructure your customers already own.
- Easy to deploy — In addition the PTT Express client is a standard feature on many Zebra mobile computers and it can be downloaded and easily deployed on other Zebra compatible devices.
- Group broadcast for up to 32 supported talk groups.
- Private reply — users can choose to reply to the group or to the individual initiating the group broadcast.
- Scanning — allows users to listen to multiple talk groups.

Competition

Key Zebra-only competitive advantages include:

- Integration with the largest variety of device types.

ZEBRA GLOBAL SERVICES

PHASE	SERVICES	SERVICE PART NUMBERS
PLAN	<ul style="list-style-type: none"> • Assess the network for Voice-over-WLAN • Identify key use cases and features • Assess critical line of business apps 	PS-VONA-WCVC-BASE: Workforce Connect Base Assessment
		PS-VONA-WCVC-Standard: Standard Voice Assessment
		PS-VONA-WCVC-COMPREHENSIV: Comprehensive Voice Assessment
IMPLEMENT	<ul style="list-style-type: none"> • Device and Workforce Connect client configuration • Network and PBX integration • WLAN optimization for voice with Quality of Service (QoS) 	INT-WCVC-STD: Installation and Commissioning (staging for 10 clients)
		INT-WCVC-EXT: Additional half-day for onsite commissioning for up to 25 additional Workforce Connect clients for larger deployments
RUN	<ul style="list-style-type: none"> • Workforce Connect client support • Remote and on site advanced support services • Device management • Priority access to solution experts 	SWS-WCVC-XXXX-10 or XXXX-30: Basic software support for one or three years for varying volumes of clients, from 1 to 5,000+
		PS-SOL-WCVC-OTS: Solution on site Advanced Services to meet customized support requirements



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