



Close Communication Gaps. Open New Possibilities.

Unify Your Communications and Enable Better Real-Time
Collaboration with Zebra Workforce Connect.



lowrysolutions.com



Unify Your Communications and Workflows on One Device.

Today's frontline business and healthcare workers serve the most critical roles when it comes to creating successful customer experiences and positive patient outcomes. With Workforce Connect, you can empower and connect them like never before with better real-time communication and collaboration for improved efficiency and higher quality service.

All-in-One Communications at Your Fingertips

- ◆ No more juggling multiple devices or apps
- ◆ Access all your communication modes through one device
- ◆ Instantly reach co-workers via secure text or push-to-talk
- ◆ Make voice calls and access your PBX line on the go
- ◆ Communicate securely and seamlessly over Wi-Fi or cellular
- ◆ Easily switch between users when sharing devices or covering absences
- ◆ Access the right extensions, voice mail, apps and communications
- ◆ Connect to up to 75 workers and up to 32 groups in real time

No More Switching Between Apps or Devices

- ◆ Gain up to 60 minutes of lost productivity per day.¹
- ◆ Avoid up to 32 days of wasted labor per year.¹
- ◆ End the frustration of having to use multiple communication apps.

¹ CITE Research / RingCentral [online survey](#) of knowledge workers, January 2018.

Role-Based Apps, Communications and Features.

Zebra's Workforce Connect now includes a Profile Manager so your workers can log into any available mobile device and access their phone extensions and the right role-based applications, communications and features.

- ◆ Log in and choose an authorized role
- ◆ Your role-based configuration is delivered to your device
- ◆ Access your role-based phone extensions, communications and apps
- ◆ Access multiple phone extensions assigned to your profile
- ◆ Easily switch between roles or add/remove roles from your device configuration
- ◆ Seamlessly switch between users with support for single sign-on
- ◆ IT can easily create, edit and control all user profiles and access rights

Less Risk and Burden on Your Network.

With Workforce Connect, you can deliver everything your workers need on one device, so you can eliminate the need to purchase, maintain and connect extra devices.

- ◆ Reduce the number of devices on your network
- ◆ Avoid bogging down your network with additional devices
- ◆ Lower your device procurement and maintenance costs
- ◆ Get more value out of your Zebra mobile computers

Low-Cost Subscription Model

A low-cost subscription per user model makes it easy and affordable to upgrade your workforce communication right away.



The Widest Capabilities in Any Communication Solution

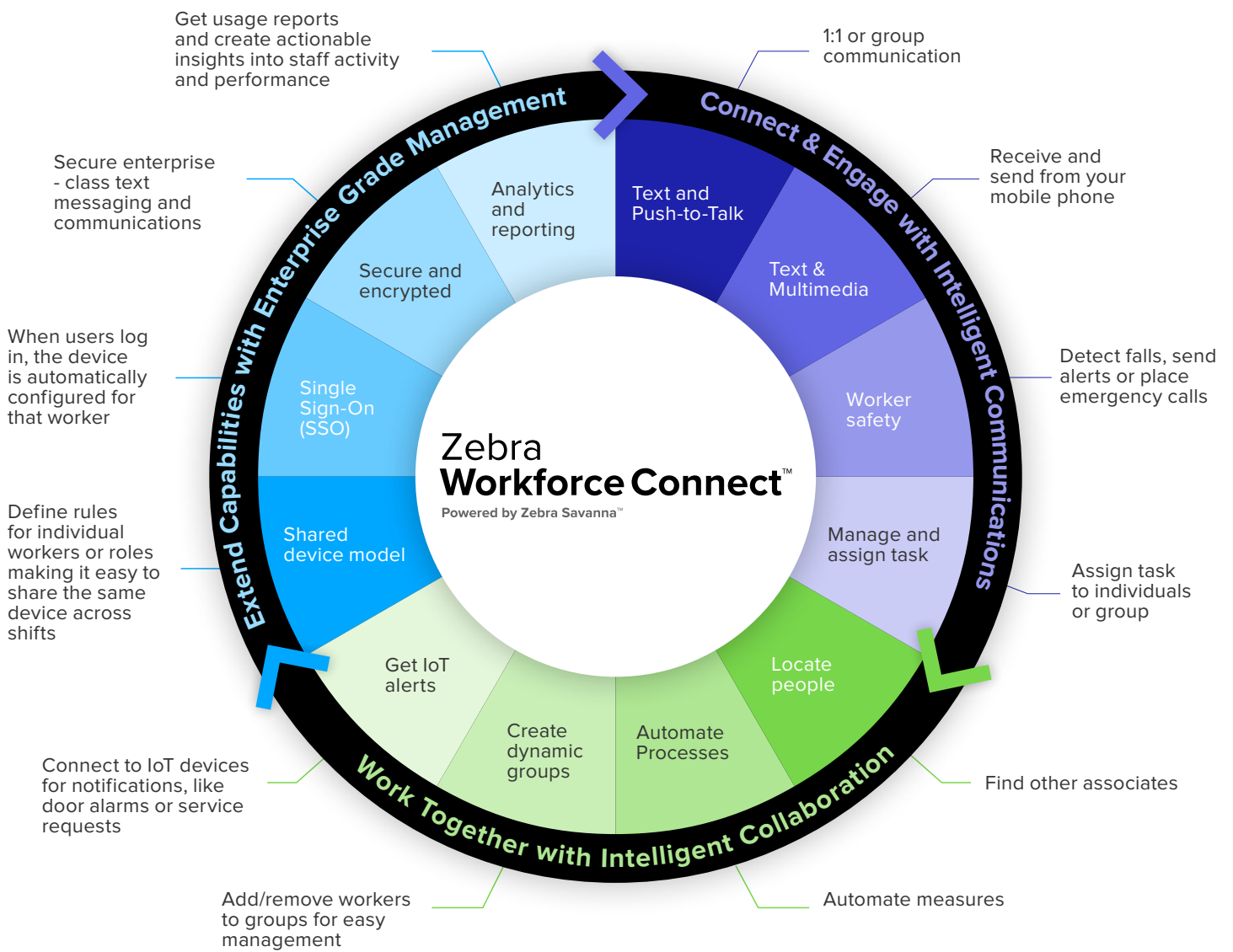
Workforce Connect removes obstacles to productivity by closing communication gaps, consolidating key workflows, and keeping mission-critical information available at workers' fingertips. Zebra offers the widest range of capabilities to frontline employees, all in one platform that helps your teams connect, collaborate, and stay informed at all times.

 Push to talk (including 1:1 and group voice)	 Dispatch client
 Text messaging, audio, image and video	 Beside nurse calling
 Telephony voice	 Fall detection*
 Presence	 Role awareness
 Direct customer/patient communication	 Supports shared devices
 Voice activation	 SSO/directory integration
 Task creation and assignment	 Integration with third party software/hardware
 Locating workers (indoors and outdoors)	 Analytics, reports and dashboards
 Emergency staff duress	 Video on demand training

*Feature available on TC21, T26, TC21-HC, and TC26-HC

Close Your Communication Gaps

Workforce Connect is a complete and unified platform to connect and empower your frontline workforce, combining powerful voice and messaging features on Zebra or other third-party devices.





Workforce Connect PTT Express

Secure Push-to-Talk on Zebra Devices

Workforce Connect PTT Express is available on select Zebra hardware and gives workers instant push-to-talk group services over an existing Wi-Fi network. The module works right out of the box and can instantly connect up to 75 workers via push-to-talk in real time.

With PTT express, you can make calls with group or private replies, with support for up to 32 flexible talk groups and multiple operating systems. Your PTT voice communications are also protected with enterprise-class security that supports open, WEP, and WPA-TKIP-PSK modes.

Workforce Connect PTT Express	Push to talk over Wi-Fi only
	Works only on Zebra devices
	1:1 and group services
	Connect up to 75 workers in real time
	Make calls with group or private replies
	Supports up to 32 flexible talk groups
	2-way radio communications via Interworking Gateway
	Supports multiple operating systems
	Supports open, WEP, or WPA-TKIP-PSK security modes



Workforce Connect PTT Pro

Secure Push-to-Talk on Any Mobile Computer

Workforce Connect PTT Pro is a more advanced push-to-talk solution that enables PTT communications no matter where your workers or managers are located. It runs over cellular and Wi-Fi networks, allowing you to reach any co-worker via one-to-one, site-to-site and group push-to-talk and secure texting.

PTT Pro is compatible with Zebra mobile computers and other third-party devices such as smartphones, making it even easier connect your entire workforce with a singular and secure platform.

Workforce Connect PTT Pro	Push to talk over Wi-Fi or cellular
	Works on Zebra and non-Zebra devices
	1:1, site-to-site and group services
	Connect up to 75 workers in real time
	Make calls with group or private replies
	Supports up to 32 flexible talk groups
	2-way radio communications via Interworking Gateway
	Supports multiple operating systems
	Supports open, WEP, or WPA-TKIP-PSK security modes



Workforce Connect Voice

Receive Desk Phone Calls on Your Mobile Device

Workforce Connect Voice is a great alternative to PBX handsets and an excellent way to save money on buying PBX hardware. It eliminates desk phone dependency and delivers PBX calls and voice features on a mobile computer or tablet. Your workers and managers can access their PBX line on the same device they use to text, use push-to-talk, scan barcodes, and access business apps and networks.

With Workforce Connect Voice, you don't have to be tied to a desk, and you can manage up to six different extensions visually and easily. You also get real-time visual alerts of incoming or missed calls with identification of the inbound caller.

Workforce Connect Voice	PBX calls and voice feature on your mobile device
	Supports mobile computers, smartphones and tablets
	No need for a desk or PBX handset
	Manage up to 6 different extensions visually
	Receive real-time alerts of incoming or missed calls
	Supports inbound caller ID



Workforce Connect Enterprise Messaging

Secure Text Messaging on Any Mobile Computer

Workforce Connect Enterprise Messaging is included in Workforce Connect PTT Pro and allows workers to securely send texts and share images over any Wi-Fi or cellular network.

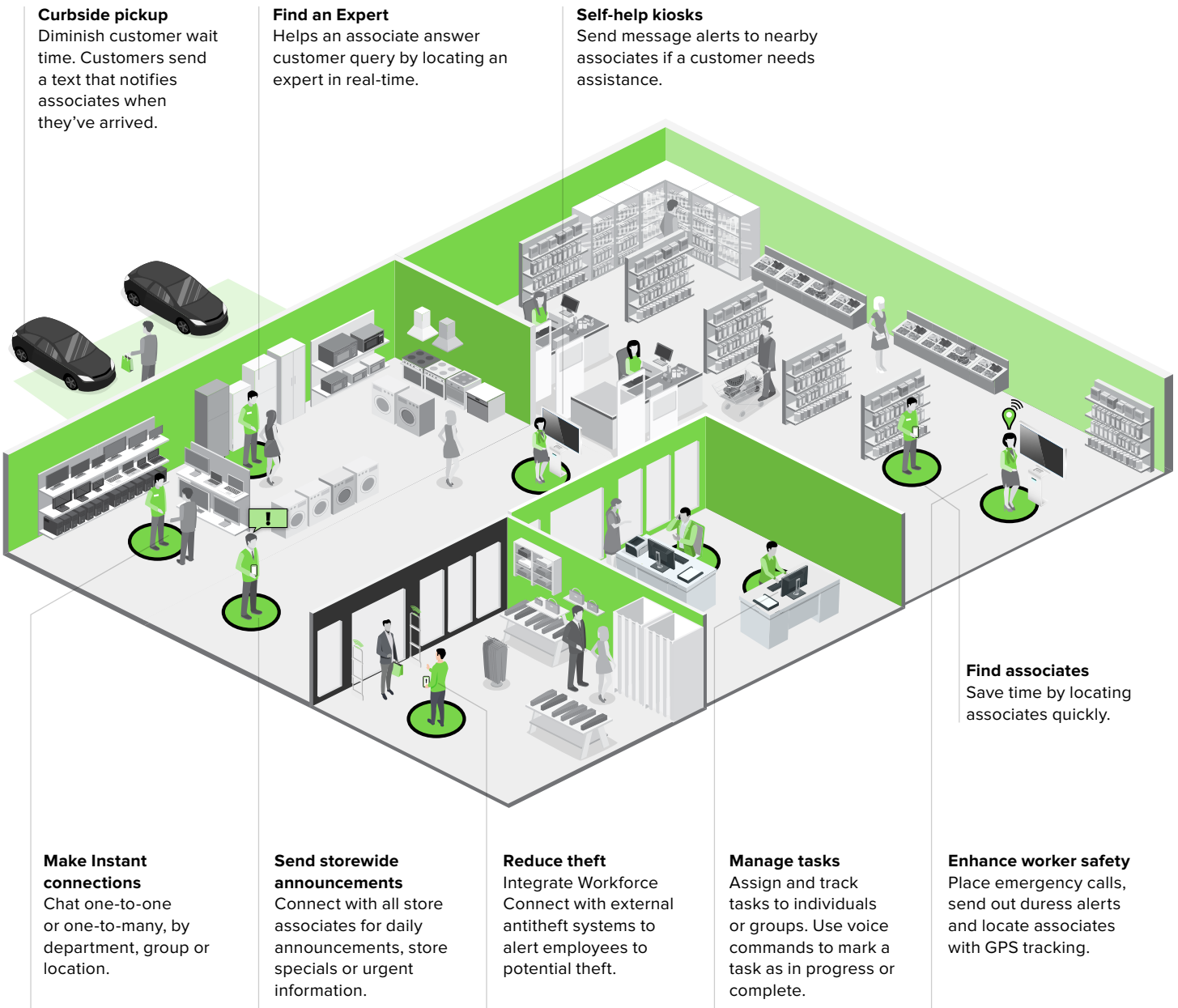
It can be configured for up to thousands of workers around the world, and it's a great alternative to using risky third-party messaging apps because it offers enterprise-class security to protect your sensitive communications and confidential business information.

Workforce Connect Enterprise Messaging	Securely send texts and share images over Wi-Fi or cellular
	Configurable for up to thousands of global workers
	Create a message and send it to a group on the fly
	Enterprise-class security to protect sensitive communications
	Security controls to ensure no texting over public networks
	Create and receive secure messages from any other user
	Pre-configured messages for quick tap responses

Retail Use Cases and Benefits

Empower retail associates with access to free-flowing information and communication, so you can shift their work from purely transactional tasks to high-value interactions and elevated customer service.

Enhance the Customer Experience



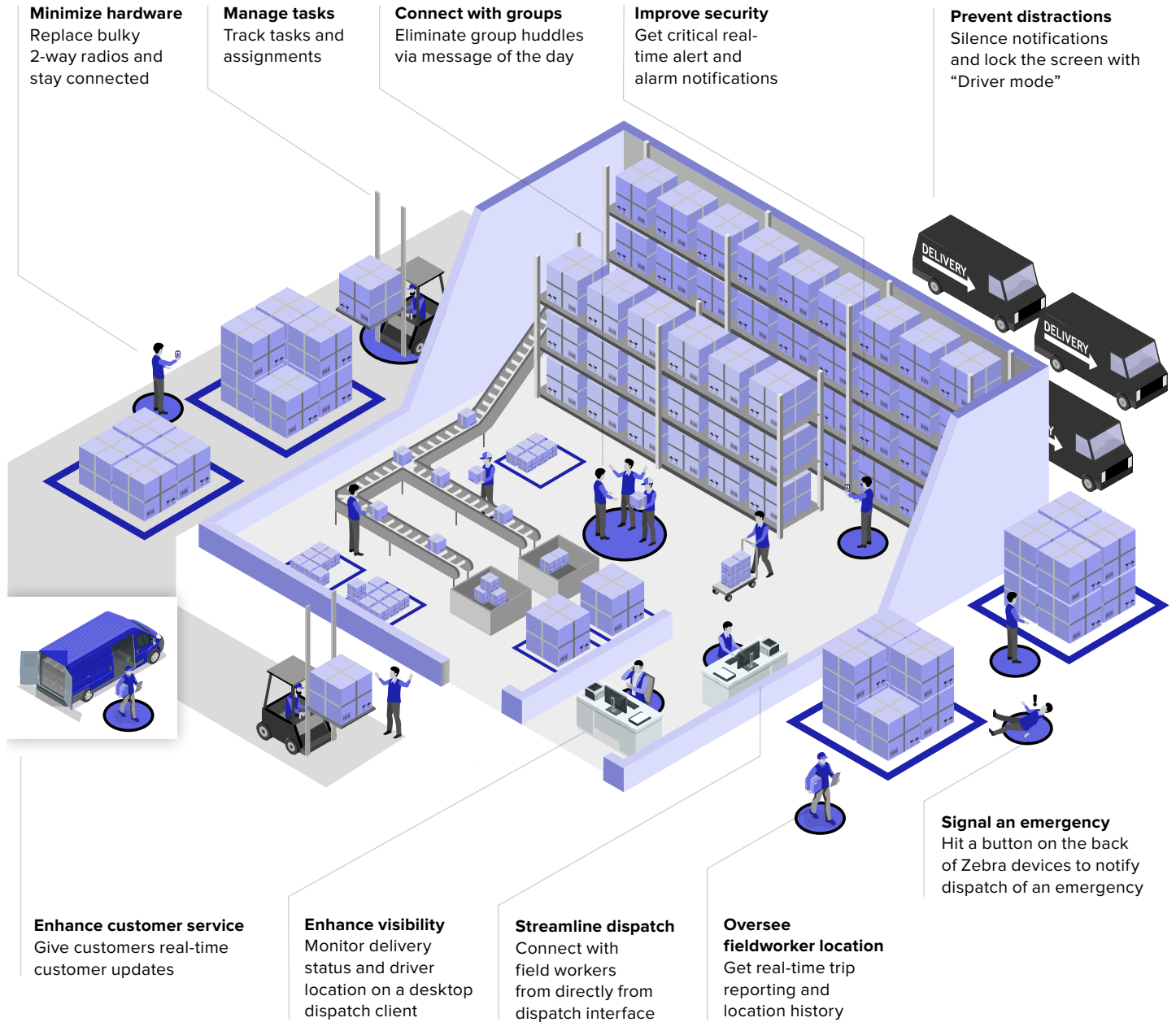
Increase associate collaboration

Manufacturing, Warehouse and Logistics Use Cases and Benefits

Foster collaboration, increase productivity and raise service to new heights with improved communication and workflows across the plant floor, warehouse and in the field.

Floor Operations

Worker/Driver Safety



Customer Service

Manage Dispatch Operations

Healthcare Use Cases and Benefits

Empower your healthcare providers with instant answers, communication and connectivity at their fingertips, so they can deliver positive patient care outcomes.

Improve Caregiver Collaboration

Get hands-free communication
Connect to other workers and departments instantly with voice commands

Improve task management
Assign and manage tasks from devices



Ensure quick emergency responses
Get immediate assistance with emergency calling and location sharing

Ensure patients get timely responses
Send nurse-calling alerts directly to nurses' devices

Increase Patient Safety and Satisfaction



Benefits and Advantages of Workforce Connect

Short-Term

- ◆ Unifies teams and improves communication and collaboration
- ◆ Eliminates app overload and frustration with switching devices
- ◆ Creates more opportunities to improve customer experiences

Long Term

- ◆ Builds a more informed and empowered workforce.
- ◆ Creates a platform for seamless collaboration
- ◆ Improves labor costs and efficiency by recapturing lost hours

4 Reasons Why Deployment and Adoption Are Easier

1.

Simple Learn and Use

Workforce Connect creates a streamlined center of communications and combines everything on one device, with an incredibly simple user interface. Pre-loaded training videos make adoption as smooth as possible for every worker.

2.

Complete Integration

Workforce Connect uses an Interworking Gateway, so you can easily integrate Zebra's communication solution with external apps, existing systems, and third-party hardware such as headsets.

3.

Subscription-Based Affordability

Zebra's low-cost subscription per user model makes it easy and affordable to improve worker communication, collaboration and productivity without having to wait.

4.

Scalable and Easy to Deploy

Zebra's secure cloud-based platform and built-in features automate staging and deployment, so you can scale as you need and quickly get your solution up and running.

Explore the Right Option for Your Organization.

No matter the size of your operation, Workforce Connect has an option for you. Its scalable, modular architecture means you can select the features you need, and with enterprise-level service and support from Lowry Solutions and Zebra, we can help you find the right solution and get up and running in record time.



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