



# 3 Ways Unified Communications Speed Up Workflows

Today’s front line employees are asked to accomplish more and to provide customers with outstanding service. Ramping up productivity, safety and service can be as simple as unifying your means of communication.

1

Disjointed Communications

Sluggish productivity

The constant hunt for people and answers

39% of deskless workers say they lack information to effectively do their job<sup>1</sup>

Errors caused by decentralized expertise

\$12,506 is lost annually per employee due to poor communication<sup>2</sup>

Time-consuming group huddles

Work delays from juggling multiple devices and apps

Higher turnover

30% of deskless workers are looking for a new job<sup>3</sup>

Unified Communications

Swift workflows

The immediate connection to employees and information

Validation instantly available

Time-saving group messages broadcast to ad-hoc teams

Streamlined processes all on a single, shared device

Higher engagement

2

Subpar Service

Missed orders because data is buried

Inability to route drivers

No communication with customers

Lack of delivery updates

#1 challenge for on-time deliveries is real-time order tracking<sup>4b</sup>

Superior Service

Priorities tracked in real time

Drivers mapped and rerouted in real-time

Dynamic rerouting improves performance by 5%<sup>4a</sup>

Directly connected to customers to respond to challenges in real time and delivery accurately

Up-to-the-minute status

82% of logistics pros rank real-time location of a shipment very important<sup>4c</sup>

3

Vulnerabilities

Driving distractions from manual cellphone use

Fleets reported an average of 4.5 accidents/driver/year<sup>5</sup>

Unknown location of nonresponsive workers

No emergency button to summon help

Protective Measures

Driver Mode silences notifications and locks screens

Safeguard lone workers with GPS location of employees

57% of those who use GPS tracking consider it effective in improving safety<sup>5</sup>

Duress signal to alert others of an emergency

84% of deskless workers felt management didn't communicate effectively with them.<sup>6</sup>

67% of workers are better at completing tasks when information includes visuals.<sup>7</sup>

75% fewer defects

26% fewer accidents

Manufacturing plants with higher levels of engagement have fewer quality and safety issues.<sup>8</sup>

Say goodbye to inefficiencies

Discover how to unify your communications on a single, secure platform at [www.zebra.com/workcloud-communications](http://www.zebra.com/workcloud-communications)

Sources:

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