



Mobility with confidence

On-site communication for critical operations

Industry | Retail | Hospitality | Secure establishments



Improve workflow, time-to-action and safety

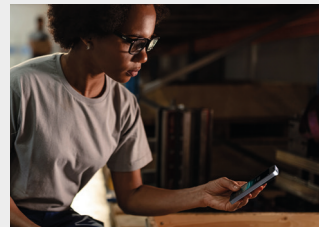
Mobility with confidence is a business advantage for enterprises within industry, retail, hospitality and secure establishments. You can remove bottlenecks and raise the level of safety when people can get hold of each other and receive mission-critical information from other people, systems and machines.

What you get from us is on-site mobile communication customized to your way of working. Integrated with your existing systems and ready for the future. Delivered to your organization via intuitive and robust mobile devices built for tough enterprise environments.

Look upon this brochure as inspiration. If you have other ideas for where mobility can create more confidence in your operations, we can probably realize them.



The mobile solutions you need ...



Smartphones for enterprise apps

Smartphones that let you run the apps you use to run your operations. Easy access to mission-critical information via one device, everywhere. Rugged design. Android Enterprise Recommended.



Enterprise voice communication and collaboration

Highly reliable and feature-rich handsets with exceptional voice quality. Easy to talk to colleagues, call for support, order spare parts and so on. Certified interoperability with all leading IP telephony platforms, both on-premises and cloud-based.



Alerting and messaging orchestration for mobile staff

Collection and distribution of alarms and messages from existing systems to mobile devices. Easy to respond quickly to technical disturbances, building alarms and similar events from third-party systems. Audibility and reporting are fundamental parts of the solution.



Personal alarm solutions for vulnerable and lone workers

Push-button and automatic man-down/no movement alarms for vulnerable workers. Silent, covert duress alarms for threatening and potentially violent situations. Accurate indoors and outdoors location. Automatic alarm escalation; integration with external responders.

... customized to your organization

Orchestrate

We collect alarms and data from your systems via open API connections or Ascom solutions. Having access to the right information is the key to success.

Integrate

Together with you, we define rules for distributing all alarms and data to the right people at the right time. Wherever they are, with escalation functionality to ensure action is taken.

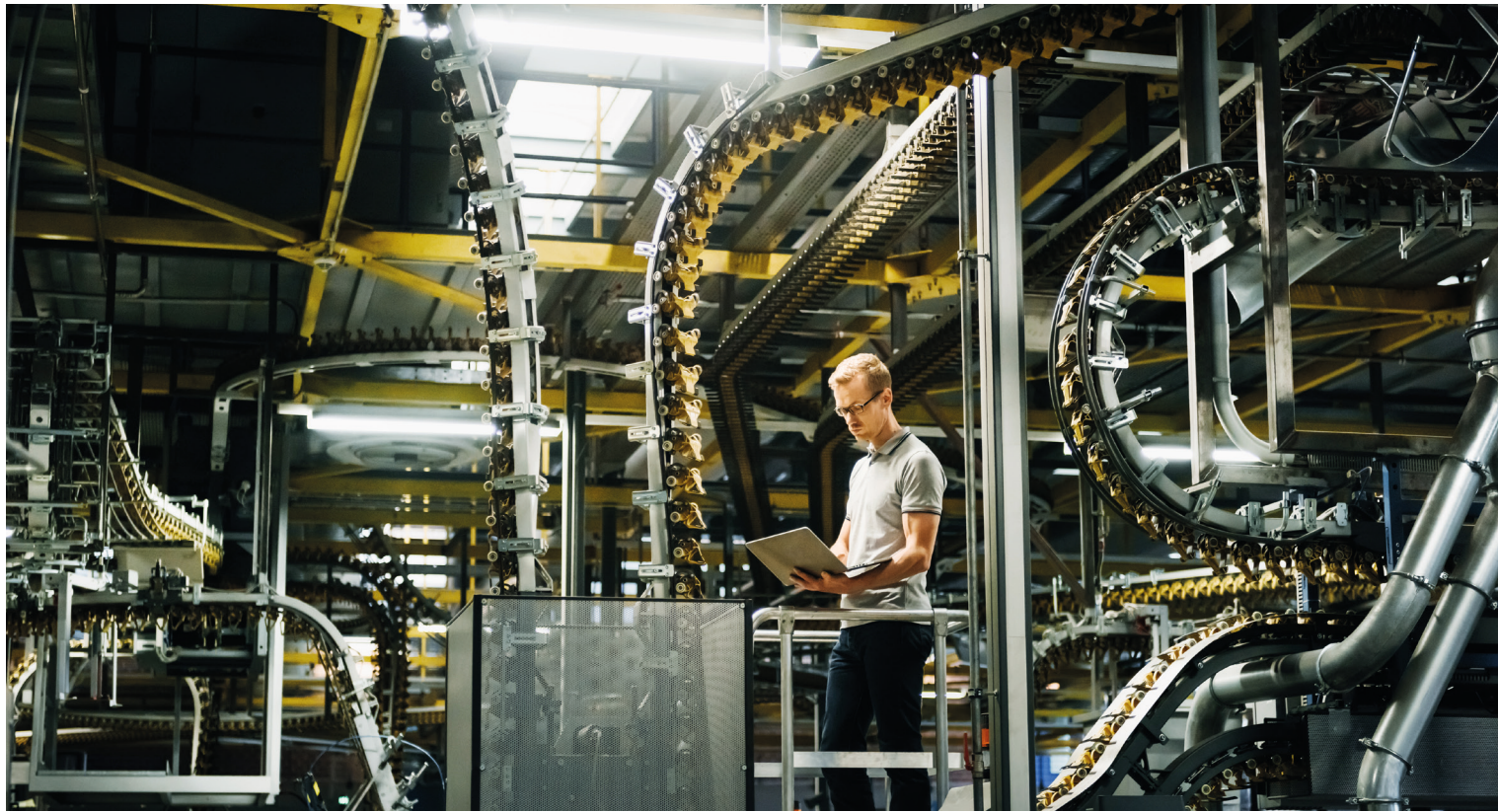
Enable

When people know what to do and why, you can improve workflow, time-to-action and safety. Within your organization and, in some cases, together with customers and suppliers.

Industry

Being part of complex and time-critical value chains is demanding. An enterprise solution from Ascom enables you to boost efficiency, meet deadlines and fulfill safety regulations.





Get the most out of your production

Even if industrial processes improve over time, human error and machine breakdowns will always exist. As will changed orders, rush orders and withdrawn orders. What you need is an agile and motivated workforce, ready to collaborate and take the right decisions. You also have to ensure that critical process information and alarms reach the right people and that lone worker safety is never left to chance. Discover Ascom enterprise solutions for industry.

Maximize your machine potential

Many machines do not perform according to their full potential. By speeding up the response time for critical events, such as lack of material and component failure, you can improve your OEE (Overall Equipment Effectiveness). Filtered and prioritized alerts to the right people shorten the response time. The ability to get hold of colleagues and address a problem before production goes down also contributes to smoother workflows.

Realize Industry 4.0 step by step

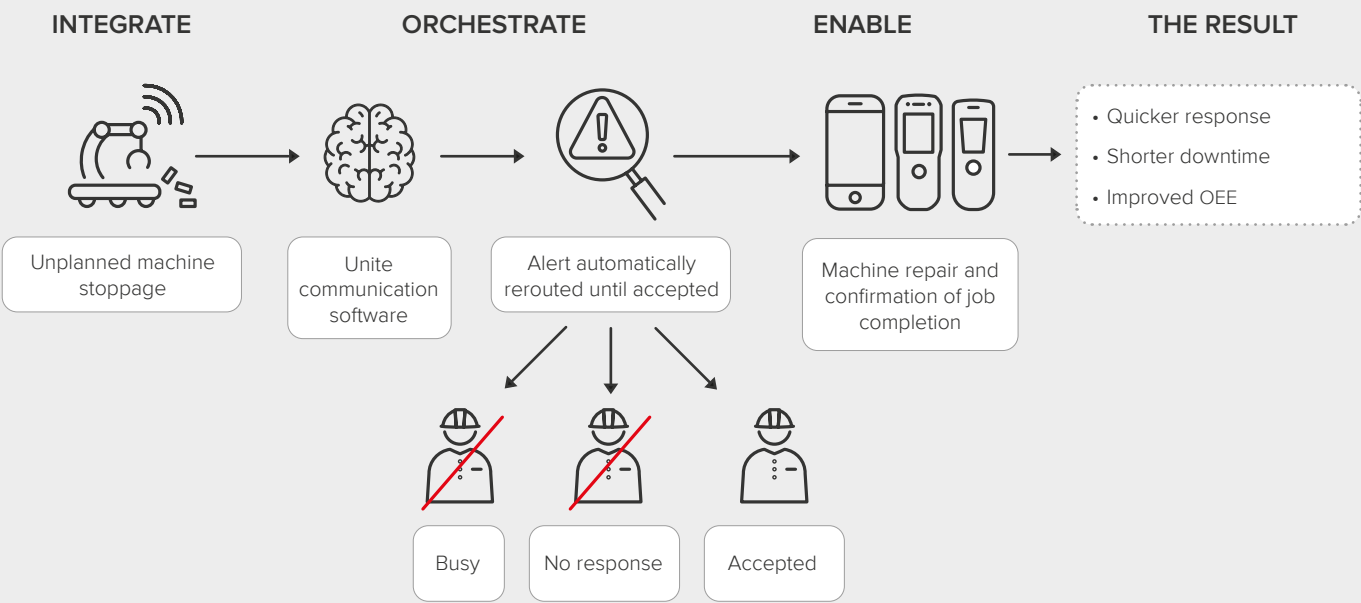
The fourth industrial revolution is about the interaction between people, systems and machines, and the use of data to decentralize decisions. Efficient mobile working is vital to making the flow of messages stream without interruption. It is often a good idea to go for evolution, not revolution. Let your existing systems and machines deliver value for years to come, and start investing in mobile solutions that simplify communication and collaboration.

Make sure that everyone is safe

Workplace safety is prioritized by authorities and is often an essential part of Corporate Social Responsibility (CSR). In dangerous situations, such as a hazardous leakage in the production process, an enterprise solution from us lets your staff receive and share information right away. You can also improve safety for people working alone, often dispersed over large areas, by push-button alarms and automatic tracking of movement and position.

Examples of functionality

Equipment uptime



Stay on top of disturbances

Suddenly, something happens. A ball bearing for a critical conveyor belt breaks. A gas detector indicates a potential leak in a high-pressure pipeline. A rush order comes in. Our mobile devices are easy to use and designed to perform, even if your production environment is noisy, dirty or dusty. You get the full picture of what has happened, what you are supposed to do and whether some of your colleagues will support you.

Collaborate easily with others

In modern production, everybody and everything is connected. Collaboration is not only about people working with other people – it is also about people interacting with machines, and systems telling people and machines what to do next. Our mobile devices let you get in touch with colleagues, look at process data and receive alerts if a technical system is not performing according to specification.

Reach colleagues everywhere

When a critical situation occurs, you have to join forces and get things done. With a mobile solution from us, you can access people at the other end of the production line, at the outdoor warehouse or in a conference room in another town. If you are working alone and need help, all you have to do is press an alarm button. Your colleagues can also be automatically alerted if you are unable to move.



Retail

New shopping patterns and customer expectations are reshaping retail. An enterprise solution from Ascom enables you to give excellent service, motivate staff and stay in control.



Give customers a great shopping experience

Today's customers have more options than ever. Sometimes they want to spend hours in a shopping mall, and sometimes they wish to place an order online and pick it up at a nearby store. This agile consumer behavior speaks for investing in efficient mobile working, where your workforce is ready to interact and react promptly to everything from click-and-collect deliveries to critical alarms and notifications. Discover Ascom enterprise solutions for retail.

Create a base for excellent service

Customer care starts by finding the right staff, but you also have to make people thrive at work. Mobile solutions let your staff solve everyday tasks together. You don't have to be involved in every decision – when the work is done you get a notification. If your team feels that they are encouraged to make decisions, customers will notice. Click-and-collect also becomes easier. When a customer has typed in the order number, your staff get to know.

Respond quickly to disturbances

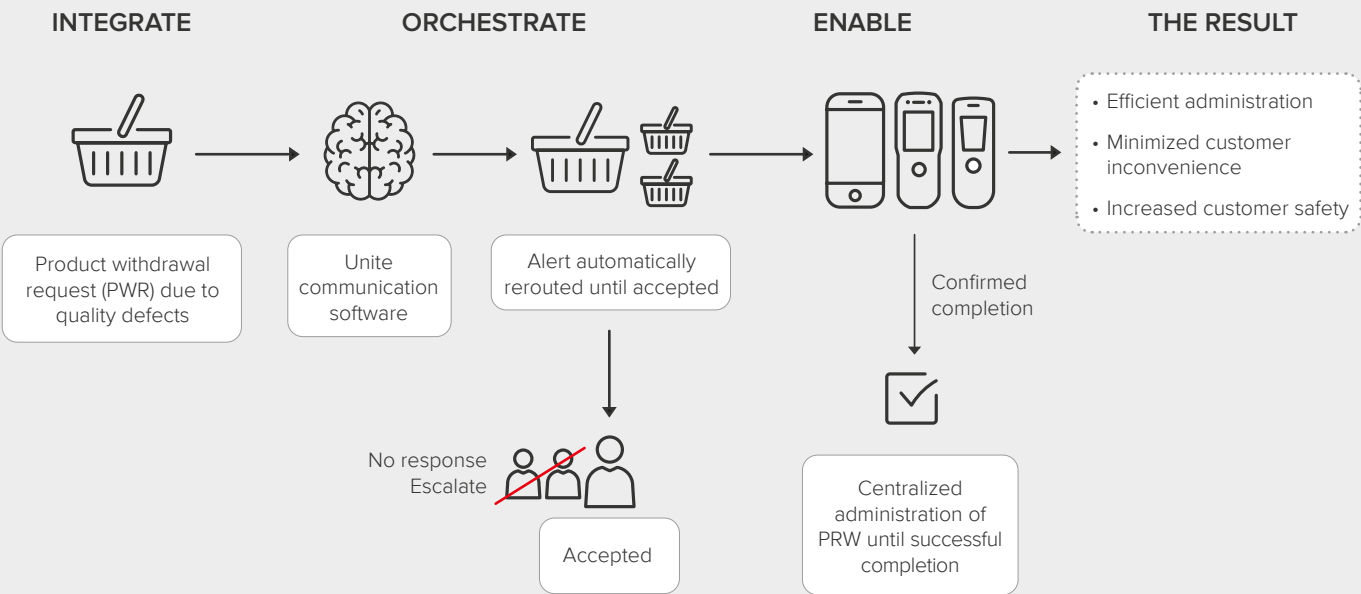
An enterprise solution from us makes it possible to alert people and take immediate action. For example: withdraw baby food from all your stores across the country following a manufacturer's notification that glass jars may be defective. Check if a compressor is broken, as the food storage temperature alarm was triggered. Inform people in the unloading area that a truck is arriving. Ultimately, a quicker response means that fewer people get more done with less stress.

Provide a high level of safety

Staff and customers have to be secure and feel secure – whether in a small store, a mid-sized fuel station or a large shopping mall. Sometimes it is enough to warn customers of pickpockets, and sometimes you have to deal with violent people or terrorist threats. With a mobile solution, you can filter and prioritize messages and alerts to the right people. By analyzing event data, you get a good understanding of potential areas for improvement.

Examples of functionality

Product withdrawal



Get hold of people right away

The working day becomes so much easier when you can reach your colleagues wherever they are. You don't have to wait for someone to pick up the landline phone, and you don't have to check email regularly on your computer when dealing with critical missions such as product withdrawals. With an enterprise solution from us, you can speak to one person or the full team, receive and send text messages and be notified when a task is completed.



Take care of incoming alarms

We are all good at different things. With a mobile solution, messages can go directly to the right individual to perform a task. Taking care of an open door at the unloading area goes to the warehouse manager. Checking the temperature alarm for a freezer goes to the maintenance team leader. It sounds simple, but the alternative is a chain of people not knowing exactly how to describe the problem to the next person. You know how that ends.



Rest assured that you are not alone

A threatening situation can occur anywhere – at the checkout desk, in a cooling room or at a nearby store. Being able to call for help, or press a discreet emergency button, makes all the difference for you and the people around you. A member of your team could also have a sudden health issue and need immediate assistance. With a mobile solution from us, the team can get the information that somebody is not moving and that something might have happened.

Hospitality

*Every detail counts in the battle to get excellent guest reviews.
An enterprise solution from Ascom enables you to improve
operations, re-schedule quickly and increase safety.*





Win the ratings race

The fate of your hotel is written in the stars. When people book a hotel today, many start by looking at the ratings and comments from previous guests. An efficient mobile workforce can contribute to your long-term commitment to getting great customer reviews. By knowing that you can get in touch with your staff wherever they are, you create a flexible organization with the ability to prioritize and take immediate action. Discover Ascom enterprise solutions for the hospitality sector.

Improve your occupancy rate

Your level of service is crucial to keeping guests happy, ensuring they come back and boosting your ratings. Mobile solutions make it easier for your staff to communicate and collaborate around customer requests, such as finding a cleaner due to an early check-in or performing a final security check before the VIP guests arrive. Building alarms can also be directed to the right person, who can deal with the defective system before the guests notice.

Re-schedule quickly if needed

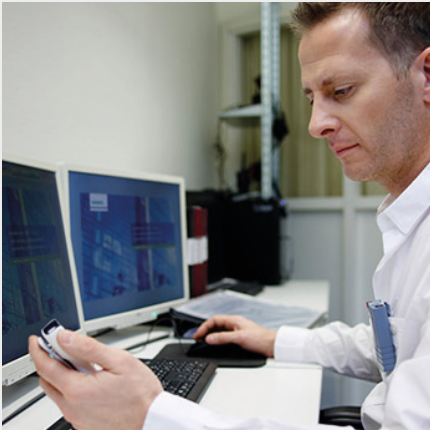
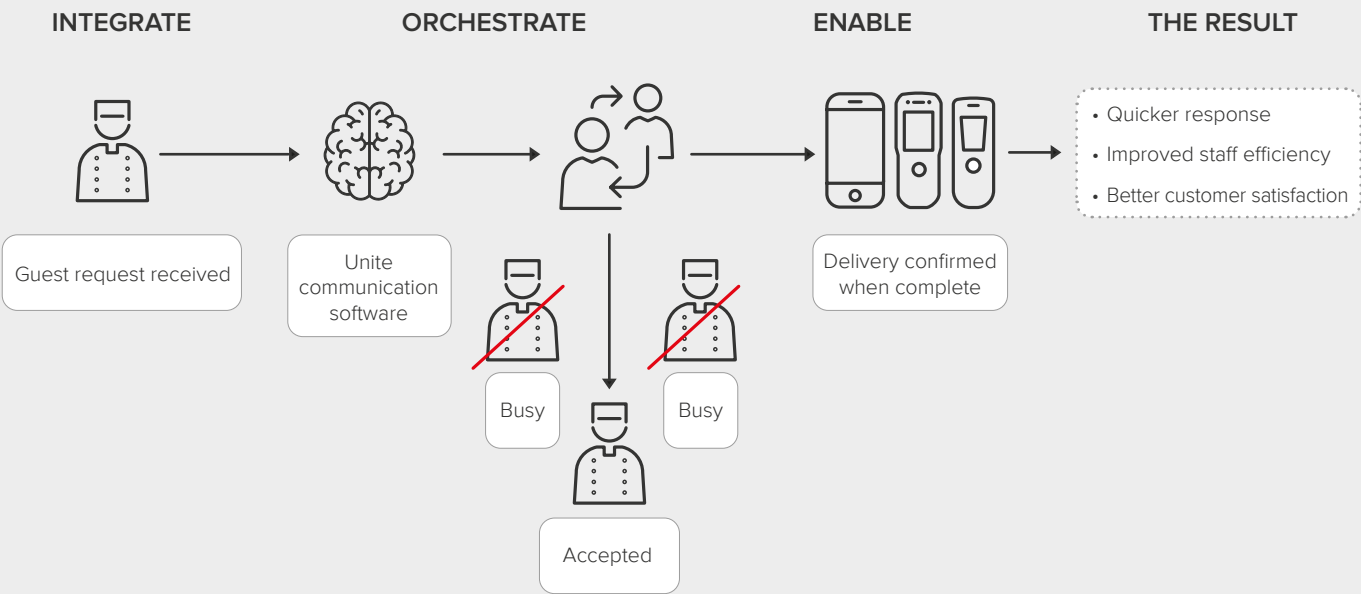
Late, changed and withdrawn bookings can be tricky to handle. Being able to mobilize the right people in a short amount of time is a clear advantage. With our mobile communications solutions, all you have to do is call or text the individuals you have to reach to make everything work in the new situation. Should you, for example, receive a late request from a travel agency to host 50 guests for the night, you can get back promptly to the agency and win the deal.

Avoid false alarms and real danger

The last thing you want to do is evacuate people in the middle of the night for no reason. With an enterprise solution from us, you can alert your maintenance team and let them check if there really is a fire or significant water leak. Another potential risk is violent guests or intruders. Push-button alarms can make your staff feel safe and be safe when in guest or storage rooms far from the public parts of the hotel.

Examples of functionality

Guest request



Collaborate easily with colleagues

A guest request often kickstarts a chain reaction. You need to quickly get hold of a person who can carry the suitcases, bring some extra pillows to a room or confirm that lunch is booked for a conference room. Our mobile devices contain all the functionality you need for efficient teamwork. Get hold of the right people, interact with them and let the rest of the team know when the assignment is completed.

Get access to the latest information

Ensure your staff always have the most up-to-date information, such as late changes to the arrival times of large parties or VIP guests, last-minute updates to conference room attendees and dietary needs. Mobile solutions make it easy to receive and share information internally. When a guest asks you about something, you can give a clear and concise answer – something for the guest to mention in favorable terms when reviewing your hotel.

Deal with alarms directly

If you are responsible for fire alarms, or window and door alarms, you can get the warnings directly to your mobile device – before the problem escalates and causes trouble for the guests. You can also call for technical assistance easily. Colleagues working alone can activate push-button alarms or enable automatic alerts to be sent if they are not moving, for example, due to a fall, injury or sudden illness.

Secure establishments

*Dealing with everything from irritated people to physical attacks.
An enterprise solution from Ascom enables you to manage
demanding situations and improve safety at your premises.*





Treat people with respect without losing control

Most people are only irritated for a while when they feel offended. However, you never know when a situation will turn into a danger for your staff. By making it easy for people to alert colleagues or security, you create a safer workplace where people feel they can do their jobs – in prisons, correctional facilities, social welfare offices and banks, to mention a few examples. Discover Ascom enterprise solutions for secure establishment applications.

Maintain a calm atmosphere

When your job is to keep people under supervision, or maybe say no to something people have applied for, there is always a risk of conflict. A pre-alarm button makes it possible to inform a colleague that something is going on so that he or she can show up and say hi. This will often be enough to calm down the situation. Should things escalate, pressing the button a little longer will alert the necessary people to come and take control.

Fulfill safety expectations

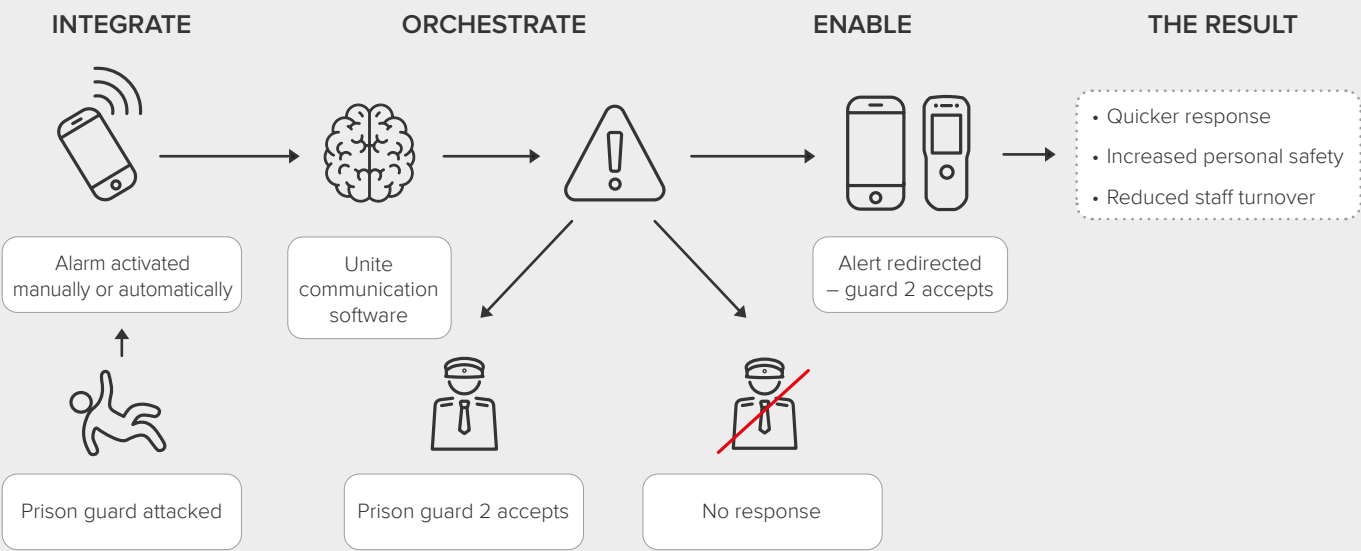
Rules and regulations surround workplace safety – not least for enterprises within secure establishments, where people often have to work alone as there is no other viable way to do the job. Lone workers need quick access to help if something happens to them. With a mobile solution from us, you have a combination of push-button alarms and automatic alerts to colleagues or security if a team member is not moving.

Make your staff want to stay

Staff turnover is a challenge in many secure establishment enterprises. Even if people are aware that they have chosen a potentially risky job, they want to be safe and feel safe. Mobile solutions make it easy to communicate and collaborate with colleagues. Your staff can reach out for help and know that somebody will be there immediately. Providing your organization with the right security solutions increases the chances that people will thrive at work.

Examples of functionality

Personal safety



Reach people wherever they are

Everyday work becomes easier with a mobile solution from us. You can promptly get hold of your colleagues to discuss a particular situation and make joint decisions. If you are handing over an assignment, you can ask for a notification on your smartphone, handset or pager when it has been completed. You can rest assured that the devices are robust and that the system is stable.



Let the right people know

Filtered and prioritized information makes a difference. Technical alarms can be issued directly in a pre-defined sequence to alert a technician and inform security if a system is not working – for example, the remote closing of doors or windows. When the system is up and running again, everyone involved can get a notification. Should you have to take further action, just give a call or send a text message to one or several of your colleagues.

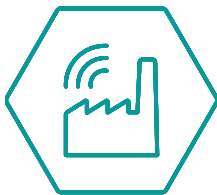


Get instant help from colleagues

Suddenly something happens. An inmate in section D starts yelling for no particular reason. A visitor at the municipal office begins to threaten an administrator verbally. Immediately alerting the right people can prevent such situations from escalating. A mobile solution from us can include push-button devices that send alarms discreetly to chosen individuals, and the possibility to increase the level of alert. Even if you work alone, you are never alone.

What can we do for you?

In the field of on-site communication for critical operations: almost anything. With an installed base of more than 20,000 systems in Europe and North America, we have the knowledge and experience to give your organization mobility with confidence.



More than 20,000 systems in
Europe and North America

We identify where mobile solutions could straighten out bottlenecks in your organization, support you in choosing the right devices, integrate with your existing communications and technical systems and install, commission and hand over. If you want, we can also sign a service agreement that keeps you covered.

Our system platform is backwards-compatible. You can start on any scale you want, and rest assured that you can continually expand and make changes. The devices are developed for use in enterprise environments – robust and ergonomic units that are intuitive to use and easy to carry, with swappable batteries for maximum availability.

So what about the payback time? In some cases, a single prevented event could justify the whole investment (e.g. a production stop in a manufacturing plant). In other cases, you have to consider soft but essential values (e.g. protecting staff and customers from harm). Let's find out what payback time you can expect.

We look forward to hearing from you.

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ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete and efficient workflows for healthcare as well as for industry and retail sectors. Ascom is headquartered in Baar (Switzerland), has 18 offices and employs 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.