



Connecting the Deskless Workforce

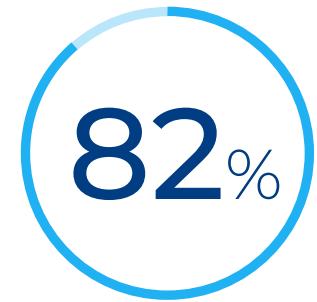
July 2020



There are **2.7**
BILLION
deskless workers



percentage
of the global
WORKFORCE



of IT executives recently surveyed plan to increase spending on their deskless workers

**AVERAGE
INCREASE**
in spending

31%

TOP REASONS

for Investing in Deskless Technology

- Communications and Productivity – 44%
- Employee Experience – 23%
- Cost Savings – 21%
- Customer Experience – 10%
- Compliance – 2%

Energy
Utilities
Transportation
Mining
Manufacturing
Retail
Military

A next-gen breed of interoperable communications is available from Instant Connect that's transforming the efficiency and safety of the deskless workforce.

This evolutionary push-to-talk (PTT) software platform connects the workforce across smart phones, tablets, radios, IP phones, computers, and global telephony in a single, centrally-managed communications environment. Keeping mobile workers **connected, productive, and safe** so they can achieve the mission of the enterprise with optimal impact and business results.

Recommendation: Enterprises looking to empower their deskless workers should evaluate this device-independent platform. Otherwise, they may be choosing a partner that is inherently incapable of supporting their mission.





Insights

1. Accelerate.
2. Automate.
3. Go Serverless.
4. Stretch It.
5. Get (A Little) Crazy.

1. Accelerate.

Business performance is about speed. And nothing's more critical than the ability of the workforce to instantly communicate and respond in unison to operational challenges, unscheduled events, and risks to safety.

When it comes to push-to-talk communications, speed comes in many forms.

How quickly can you go live and add critical subscribers in the field so they are connected, productive, and safe?

How swiftly can your teams share situational awareness across mobile devices, radios, and IP systems when every second counts, without latency or other delays?

How flexibly can you mix and scale Cloud and non-Cloud deployments that you control vs. the vendor?

Instant Connect

SPEED/ PERFORMANCE

Up and running in less than 15 minutes; no latency issues associated with scripting, CPU polling, or other bottlenecks



FLEXIBILITY

Cloud, on-premise, or hybrid deployment – freedom of choice



SCALABILITY

Virtually limitless concurrent subscribers supported with minimal IT footprint





2. Automate.

Moore's Law says the processing power of computers – and their correlated intelligence – increase exponentially every couple of years. Why shouldn't push-to-talk communications get just as smart, just as fast?

Mining, oil/gas, utilities, transportation, manufacturing – these are industries where the mobile workforce is essential and there's no time for outdated voice silos or data dead-ends. So we ask:

How smart is your PTT? Can it think and act for you, or do you have to manage it manually?

Can it support workflow automation with job and task scheduling that align with your business rules?

Can it power a higher level of self-discovery in the creation and disassembly of voice assets, talk groups, and team collaboration?

If not – how dangerous are the potential gaps in communications as your people continuously shift roles, locations, and duties?

Instant Connect

SELF-DISCOVERING

Auto-discovery and auto-authentication of users and talk groups – seamless, transparent



DYNAMIC

Automated “geofence-like” user subscriptions based on virtual boundaries; dynamic channel creation (start up, shut down) based on business rules

IoT READY

Data-rich – sensors, alerting, GIS/GPS mapping, and other vital data supporting workflow automation and team collaboration



3. Go Serverless.

Like most communications environments, conventional PTT systems rely on back-end servers to keep the traffic flowing. But there's nothing conventional about today's collaboration requirements. Enterprises face a gauntlet of challenges in how to keep fast-moving workforces connected above and below ground, in the air, sea, and across continents. These interconnected dynamics include disparate radio, wireless, and enterprise networks, IoT-based workflows,

variables associated with BYOD, shifting role of contractors, and more.

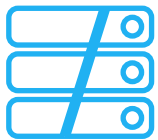
What happens if this operational juggernaut hits the wall, the communications servers are no longer available or accessible, and your teams are suddenly voiceless?

What are the threats to worker safety, productivity, and business outcomes if the communications you rely on are no longer reliable?

Instant Connect

SERVERLESS

World's first interoperable PTT communications that can run without a server



RESILIENT

Critical voice communications and talk groups continue uninterrupted even when the environment is disconnected and on its own



RESOURCEFUL

Supports voice communications in remote geographical areas and use cases where servers are either not available or not accessible





4. Stretch It.

Radio communication has long been the standard for organizations with fast-moving distributed workforces. These invaluable systems are core to operational success and worker safety. But they need to evolve. The challenge is to fortify and enhance these radio investments while connecting them to mobile and IP networks that can shift your communications into a higher gear.

However, not every vendor can flexibly integrate radio, mobile, and IP while also providing the

rock-solid performance, availability, and security that an enterprise solution requires.

Can your vendor enhance your existing RF coverage by connecting *any radio to any radio* – and then expand this radio traffic over IP, Wi-Fi, MANET, and LTE?

Can the vendor open up new opportunities for private LTE networks in remote locations utilizing new bandwidths like 900 MHz and 3.5 GHz CBRS – no carrier, server, or Internet required?

Instant Connect

RADIO-RICH

Connects, augments, and protects a limitless array of radio networks – roadmap to true Digital Radio Interoperability

SECURE

Highest level of commercially-available encryption across the entire communications environment: AES-256-CBC, TLS 1.2, FIPS 140-2 approved



HIGHLY AVAILABLE

Kubernetes means no single source of failure, so no single point of disruption can take down your mobile-radio-IP voice communications



5. Get (A Little) Crazy.

The only way to achieve continuous improvement is to work with a vendor that can provide a continuum of innovation. Not just one or two moments of insight, but out-of-the-box thinking with the expertise to turn that perceptivity into real-world performance. People, process, and technology working together in creative new ways to drive transformative value for your enterprise.

How committed is your vendor to genuine, game-changing innovation?

Do they have the technological acumen, entrepreneurial spirit, and managerial focus to make it a reality? *How do you know?*

“Here’s to the crazy ones, the misfits, the rebels, the trouble-makers, the round pegs in the square holes... because the ones who are crazy enough to think that they can change the world, are the ones who do.”

—In Memory of Steve Jobs

Instant Connect

IMPACT

The ability to create actionable events based on IoT inputs – any workflow, any industry, anywhere

INNOVATION

An aggressive product roadmap supporting device consolidation, workflow automation, and other innovations helping the world work smarter and faster



PRECISION

Tight partnership with leaders like Cisco – an alliance combining thousands of work-years of experience in interoperable communications



GLENCORE

Keeping a distributed workforce productive and safe north of the Arctic Circle

Case Study

Improving miner safety and productivity—while also controlling costs—are of paramount importance in the mining industry. For Glencore, a British multinational mining company, these concerns were increasing, given the limitations of its outdated land mobile radio (LMR) analog communications system.

The solution: a private, digital LTE network installed in partnership with Instant Connect, Cisco, and Canadian mobile network operator Ambra.

Transforming how workers communicate and collaborate.

- With integrated mobile-radio-IP communications conducted over the IP network, miners and deskless workers can now be reached from anywhere in the world
- Biometric sensors and GPS help monitor in real time what's going on in the mine and with each individual miner
- Situational awareness, incident response, worker safety, and operational output have improved from underground activity to the back office

[Read more here.](#)

Case Study

For the Alaska Department of Transportation and Public Facilities, maintaining public byways that stretch across vast areas of wilderness requires a uniquely integrated and reliable communications strategy. Communication dark spots make it difficult for early responders to communicate – Alaska has a large geographical area and lack of coverage can mean the difference between life or death.

The answer is a suite of collaboration applications including IP-based push-to-talk from Instant Connect, allowing the State to modernize communications with lower costs – and significantly broader coverage – compared to traditional radio networks.

Seamless communications integrating mobile, telephone, radio, Internet, and other devices with push-button simplicity.

- Instant Connect's complete IP-based dispatch and incident response system helps to support highly-secure data, voice, video, and application services from the road back to the office
- Benefits include faster response to emergency situations with vital manpower and equipment; broader reach for enhanced safety; and streamlined equipment maintenance

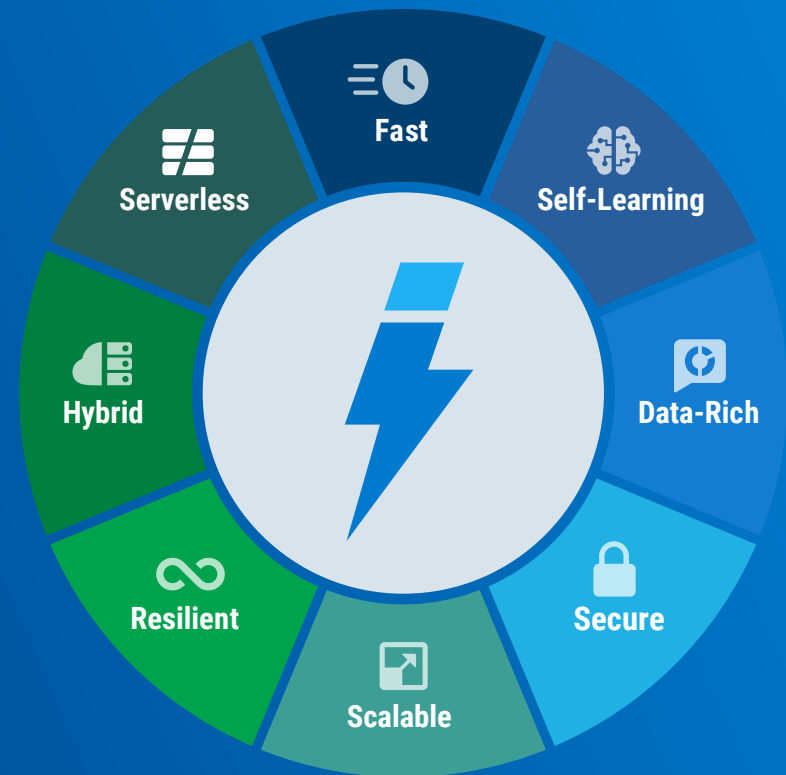
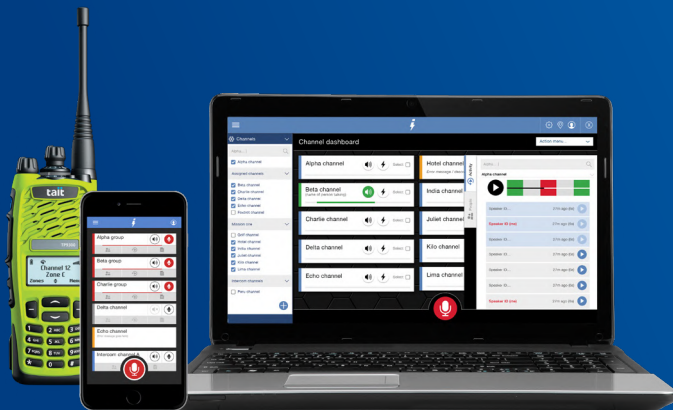
[Read more here.](#)



**Connecting people,
process, data, and
equipment along the
state's key roadways**

Conclusion.

The modern workforce is increasingly mobile and deskless in a digital business world that never stops moving. This creates ongoing conundrums for enterprises seeking to keep their people connected, efficient, and safe. To meet the challenge, a new class of next-gen PTT communications is available that leverages proven technologies while transcending conventional boundaries with enhanced voice interoperability, automated voice/data workflows, and IoT support. This is the future of deskless communications.



instantconnectnow.com