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Dynamic Frontline Communications™

Simply
Smarter™



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PUSH-TO-TALK

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Instant Connect is a 2021 Gartner Cool Vendor in Frontline Worker Technologies, recognized for its innovative Dynamic Frontline Communications™ software.

Frontline trends

Deskless technology is on the rise

Up to 70% of new mobile and endpoint investments in the next five years will be for frontline workers.

Gartner Research

Reasons executives are investing

Communications and productivity – **44%**

Employee experience – **23%**

Cost savings – **21%**

Customer experience – **10%**

Compliance – **2%**

VentureBeat / Emergence Capital

Frontline challenges

Push-to-talk communications exist so teams can complete a mission. But in an increasingly automated world, this requires more than voice. It requires the seamless connection of people, devices, data, systems, equipment, and processes.

Are your teams prepared for the frontline of the future? Can they:

Cut through clutter?

Conventional voice channels are easily congested with chatter as people vie for attention. Talk groups should be tailored to specific teams and tasks, excluding anything that isn't needed.

Leverage data and IoT?

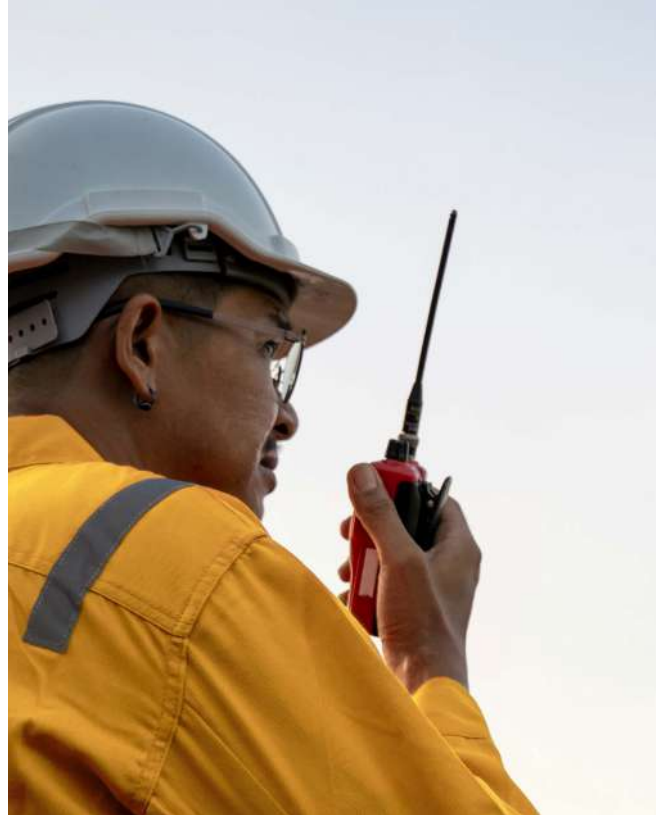
Frontline communications are increasingly data-driven, with automated workflows often triggered by IoT systems and sensors.

Transition to 5G?

Your teams must be able to access new mobile apps and bandwidth vital to collaboration.

Eliminate manual tasks?

Systems and sensors provide a constant flow of information. All that data needs to be seamlessly integrated into your workflows – without the need for manual intervention.



Connect mobile, IP, and radio?

Traditional radio frequency signals can be easily disrupted by geographical and structural barriers, isolating workers when they can't afford to be.

Consolidate devices?

No one wants to carry multiple devices simply to execute their daily tasks. It's all about consolidating key voice and data applications on a single device.

Improve worker safety?

Frontline workers often operate in hazardous environments, traversing unpredictable terrain and running complex equipment. Even worse, they're often isolated. Can your communications mitigate risk and maximize worker safety?

Protect the investment?

Migrating to an integrated environment supporting mobile, radio, and IP is inevitable. Don't let it threaten your existing infrastructure and investments.



Solution: Dynamic Frontline Communications™

Simply, smarter.™ From Instant Connect.



The world's first dynamic talk groups

Dynamic Frontline Communications is a new class of push-to-talk, made possible by the **Instant Connect Enterprise™ (ICE)** software platform. ICE delivers the world's first dynamic talk groups for frontline teams that need to manage voice and data communications in an increasingly dynamic world.



Complete the mission faster

Frontline workers tend to collaborate in teams with a shared mission – whether it's to execute a business workflow or resolve an unexpected incident. ICE software intuitively understands this and creates talk groups connecting only the workers who are essential to the mission.

Team members get all the information they need, with none of the clutter of conventional push-to-talk.

Dial up business output

ICE masterfully coordinates interoperable communications, orchestrating talk groups for teams that include everything needed to complete their objective. Subscribers can collaborate using any device across any network, including mobile, IP, radio, and telephony.

Teams are more productive when terrain and technology don't get in the way.

Enhance safety and awareness

Safety, situational awareness, and incident response are all interrelated. Synchrony on the frontline requires the seamless sharing of information between people and systems. ICE fluidly delivers voice and data communications to ensure your teams are always in the know.

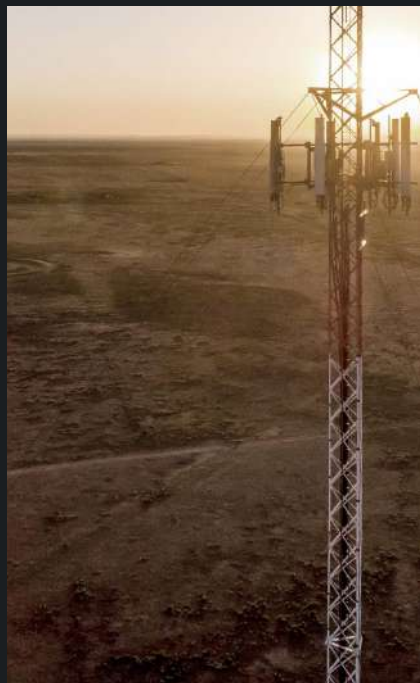
Teams are better protected when nothing is overlooked, and no one is left behind.

So what makes dynamic talk groups so smart?

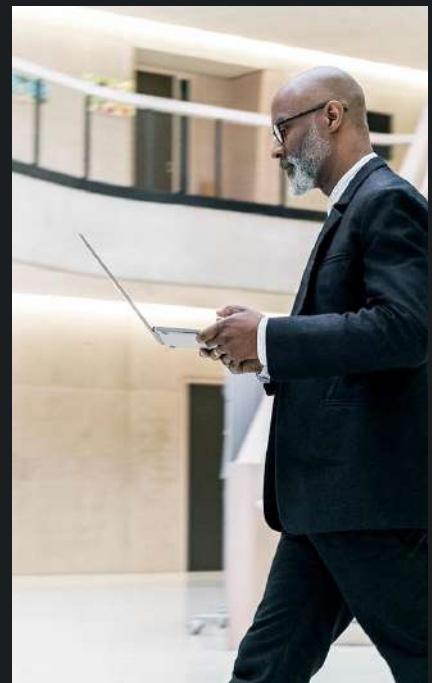
Automation



Interoperability



Deployment



DYNAMIC TALK GROUPS

automation

interoperability

deployment

Workflow automation

Voice communications increasingly depend on connected sensors and data-driven workflows. That's why the ICE platform is powered by the **Dyna™** push-to-talk automation engine.

Eliminate manual steps and let the system do the work.

Auto-assembly and disassembly

Dyna auto-discovers and authenticates users and devices, adding them to talk groups across mobile, radio, IP, and telephony networks. Mission-aware and based on the business rules you set, the software automatically assembles dynamic talk groups oriented around the people and workflows required to complete the mission. No need to manually configure teams or worry someone is left out.

Workflow automation and IoT

The Dyna engine is easily integrated with IoT inputs, building systems, and security networks via web hooks and APIs. In response to real-time triggers, the software sets up dynamic talk groups, unlocking new workflow possibilities to help solve challenges faster and better.

Advanced geofencing

This is the world's first communications software that can automatically trigger dynamic talk groups based on users entering or exiting a virtual geo-boundary. Event venues, distribution centers, mines, airports, any geographic area where frontline teams typically operate – subscribers are automatically connected based on role, task, and location.



Cross-platform interoperability

As the universe of networks and devices continues to expand, one thing is certain – you can't afford gaps in communication. And your frontline teams can't afford to be left behind.

Don't let terrain or technology get in the way.

Cross-device

Radios. Mobile and IP-connected devices. Telephony. Whether a device is company-owned or BYOD – it doesn't matter. ICE connects it all and scales to support thousands of users without disrupting the way they like to work.

Cross-network

Voice Over IP (VoIP) and Radio over IP (RoIP) are being widely adopted by teams for mission-based communications. ICE extends push-to-talk across any network, seamlessly coordinating communications across LTE, radio, Wi-Fi, IP, MANET, PSTN, 5G, and tomorrow's evolving networks.



DYNAMIC TALK GROUPS

automation

interoperability

deployment

Flexible deployment

Every enterprise is different. ICE's modular makeup can accommodate the unique deployment needs of your organization – and scale with you as you grow.

Because flexibility is freedom.

Serverless

The world's first serverless voice communications platform, ICE is ultra-lightweight and ideal for fast-tracking deployments in the field. Thanks to the RallyPoint media bridge, server-based environments also gain unmatched resilience: even if your servers are unavailable or inaccessible, your teams' voice communications won't be.

From pilot to enterprise-scale

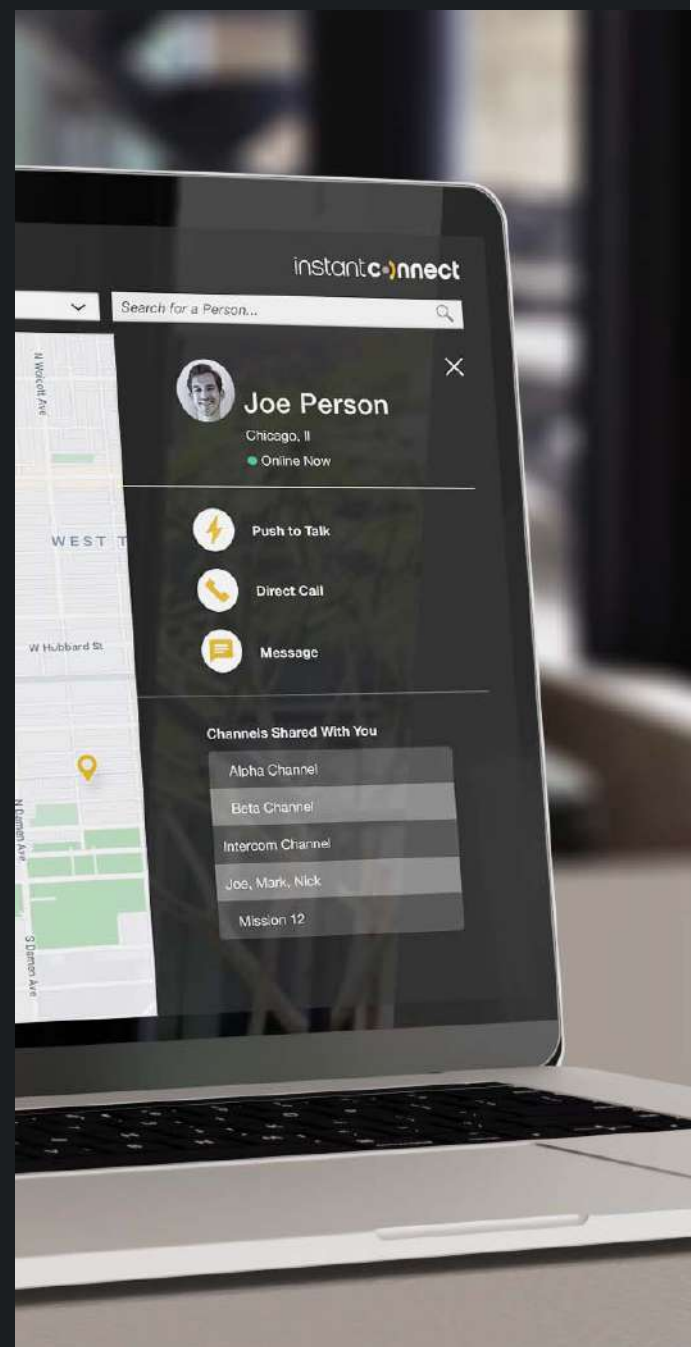
Deploy ICE any way you want and expand it as large as you need – on-premises, cloud, and hybrid.

Radio extension, augmentation, and/or replacement

ICE provides a roadmap to Digital Radio interoperability, connecting and extending a limitless array of radio networks. It's also ideal for enterprises seeking to move beyond radio.

Limitless users

ICE supports virtually limitless users with a lightweight footprint, minimizing your deployment, administrative, and training requirements in the field.





ICE, powered by Dyna™

Dyna™ is the heart of the Instant Connect Enterprise™ (ICE) software platform. As a push-to-talk automation engine, it powers the capabilities that make ICE “smart.”

But don't take our word for it. Take a look for yourself and discover why frontline teams around the globe rely on ICE's dynamic talk groups to **get the job done.**

Push-to-talk- demo-explore.

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Thank you

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