Instant Connect

# Dynamic Frontline Communications™
## Unleashing the modern workforce

November 2020

Dynamic Frontline
Communications™
from Instant Connect

Keeping your most
important asset –
your frontline teams –
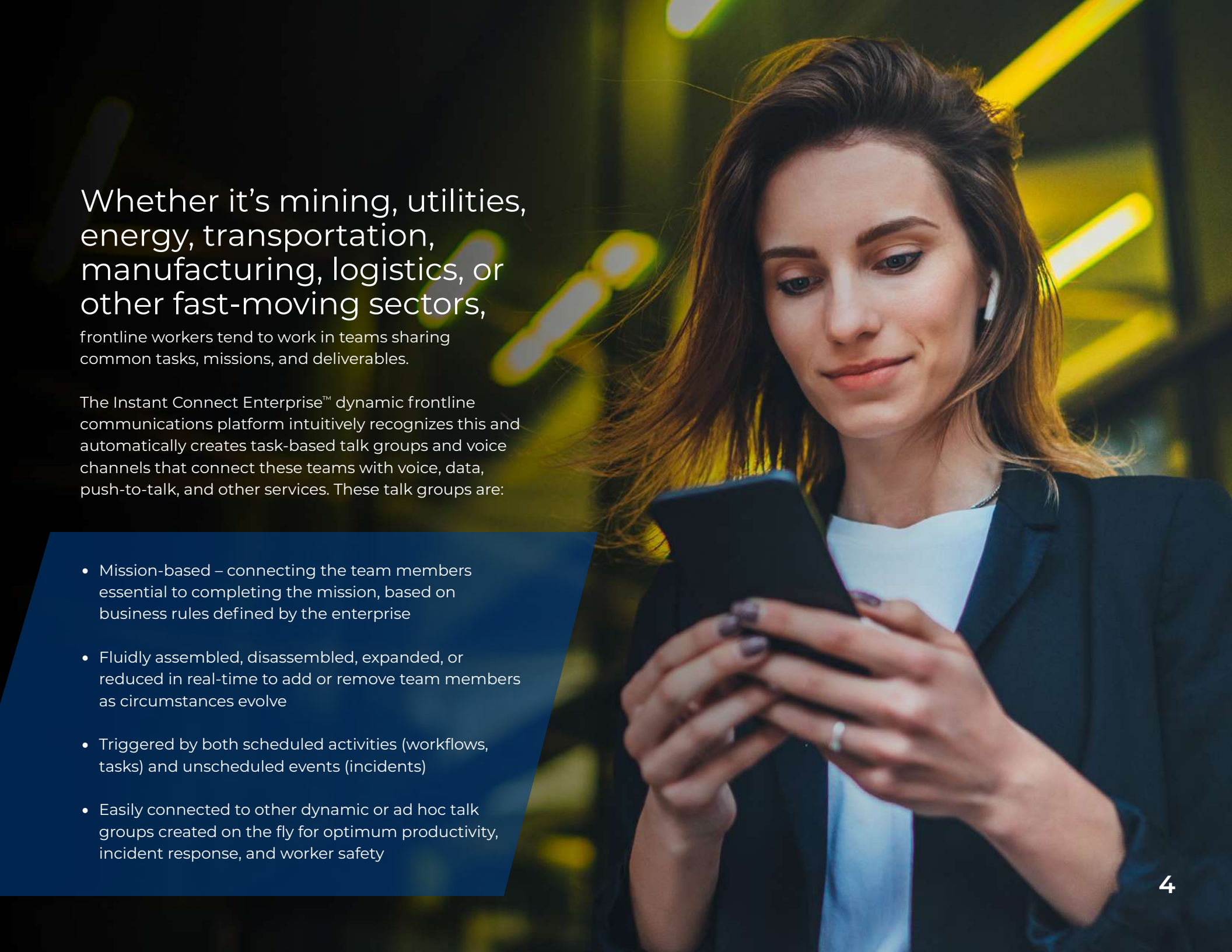connected, productive,
and safe.

**70**%

Up to 70% of new mobile and endpoint investments in next 5 years will be for frontline workers

*Gartner Research, July 2020*

## Top reasons
executives are investing in frontline technology

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

*VentureBeat / Emergence Capital*

# Whether it's mining, utilities, energy, transportation, manufacturing, logistics, or other fast-moving sectors,

frontline workers tend to work in teams sharing common tasks, missions, and deliverables.

The Instant Connect Enterprise™ dynamic frontline communications platform intuitively recognizes this and automatically creates task-based talk groups and voice channels that connect these teams with voice, data, push-to-talk, and other services. These talk groups are:

- Mission-based – connecting the team members essential to completing the mission, based on business rules defined by the enterprise

- Fluidly assembled, disassembled, expanded, or reduced in real-time to add or remove team members as circumstances evolve

- Triggered by both scheduled activities (workflows, tasks) and unscheduled events (incidents)

- Easily connected to other dynamic or ad hoc talk groups created on the fly for optimum productivity, incident response, and worker safety

# A revolutionary step forward from conventional push-to-talk.

Instant Connect combines the benefits of conventional push-to-talk with new dynamic talk group capabilities. This is the inevitable next-step as Voice Over IP (VoIP) and Radio over IP (RoIP) accelerate from niche usage to widely embraced mission-based team communications.

Subscribers can join these talk groups:

- Using any device – mobile, radio, IP, telephony, company-owned, BYOD

- Across any network – LTE, Radio, Wi-Fi, IP, MANET, PSTN, 5G, and more

# Smarter is better.

So how smart is your frontline communications environment?

Can it intuitively support your workflows across the enterprise with team-based communications critical to business output?

Can it self-discover voice assets and instantly create talk groups built around specific tasks and missions vital to your success?

If not – how dangerous are the communications gaps as your people remain disconnected on the front lines and between the front/back office?

## INSTANT CONNECT GETS IT DONE.

**SELF-DISCOVERING**
Auto-discovery and auto-authentication of users and talk groups across the enterprise

**DYNAMIC**
Dynamic voice channel creation (assembly/disassembly) based on business rules defined by the enterprise

**INTELLIGENT**
Geofence capabilities using virtual boundaries to trigger talk groups based on workflows and tasks

# Speed comes in many forms.

How quickly can you link your frontline workers in dedicated talk groups so they are connected, productive, and safe?

How swiftly can your operations teams share situational awareness across mobile, radio, and IP devices when every second counts?

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

## INSTANT CONNECT GETS IT DONE.

**SPEED/ PERFORMANCE**
Up and running in minutes; no latency issues from scripting or CPU polling

**FLEXIBILITY**
Cloud, on-premise, or hybrid – your choice

**SCALABILITY**
Virtually limitless subscribers with minimal IT footprint

# Interconnectivity is key.

Can you keep workers continuously connected across disparate radio, wireless, enterprise networks, BYOD, vendors, and more?

What about IoT and other distributed data streams upon which your automated workflows depend?

What happens if this operational juggernaut hits the wall, when servers are no longer available or accessible, and the communications you rely on are no longer reliable?

## INSTANT CONNECT GETS IT DONE.

**DATA-RICH**
Alerting, GIS/GPS, and other data supporting workflow automation and team collaboration

**IoT WORKFLOWS**
Can create actionable talk groups in response to IoT sensors and inputs – any workflow, any industry

**SERVERLESS**
Runs without a server– talk groups can continue uninterrupted even when servers are unavailable or inaccessible

# Investment protection is paramount.

What is your strategy for connecting your existing radio infrastructure with mobile and IP networks to shift your communications into a higher gear?

Do you have a cost-efficient roadmap for augmenting and protecting the radio investment without putting your workforce at risk of communications gaps or potential downtime?

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

## INSTANT CONNECT GETS IT DONE.

### RADIO-RICH
Connects and extends a limitless array of radio networks – roadmap to Digital Radio Interoperability

### SECURE
Highest commercially-available encryption: AES-256-CBC, TLS 1.2, FIPS 140-2 approved

### AVAILABLE
Kubernetes means no single source of failure

Keeping a distributed workforce
productive and safe

GLENCORE

## 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.*

Connecting people, process,
data, and equipment

# 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 – a 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.*

# Get dynamic.

Keeping your frontline teams connected, productive, and safe is a continuous challenge in a business world that never stops moving. To meet the mission, a new class of interoperable communications – Dynamic Frontline Communications™ – is available that combines proven push-to-talk with dynamic mission-based team communications, cross-platform interconnectivity, workflow automation, and IoT support. This is the future of frontline communications.

instantconnectnow.com