



## WIRELESS TELEPHONE SYSTEMS FOR THE WORKPLACE

SpectraLink, the leader in workplace Wi-Fi telephony, delivers the power of mobile voice and messaging applications to businesses worldwide. Seamlessly integrating with VoIP and traditional telephony platforms, SpectraLink's scalable technology provides instant access to people and business-critical information. SpectraLink handsets free on-premises employees to be more accessible, productive and responsive.

### THE CAMPUS ENVIRONMENT

Large enterprises, hospitals and educational institutions are challenged with meeting business objectives while operating a vast organization cost-effectively and efficiently. SpectraLink Wireless Telephones provide full campus coverage for thousands of users, connecting staff in various departments and eliminating communication hurdles.

### THE SMALL AND MEDIUM BUSINESS ENVIRONMENT

Small and medium sized businesses share the same mobility and customer service needs of larger enterprises. In fact, growing businesses often need to do more with less in order to build their business and compete with larger, more established companies. Wireless Telephones meet the streamlined voice requirements of a smaller business, while allowing for quick reaction to customer requests and evolving needs.

### THE INDUSTRIAL ENVIRONMENT

Communication is key to maximizing uptime on the production line and delivering goods on-time, avoiding costly delays. Durability and voice quality are critical requirements in the high-noise industrial services workplace. SpectraLink Wireless Telephones, the industry's most durable, are used in hundreds of manufacturing plants and distribution centers worldwide.

### THE SERVICE ENVIRONMENT

High-touch business environments compete for customers. Whether it be a retail store, a hotel chain or even a financial services operation, customer service is key to differentiation and building customer loyalty. Answering a customer's call on the first attempt can seal deals, solidify relationships and guarantee repeat business.

### PRODUCT BENEFITS

- Seamless integration with the best-selling digital telephone systems
- Integrated text messaging with email, paging, and other business systems
- Push-to-talk capability for instantaneous group calls
- Unified, scalable architecture that grows with your business
- Advanced digital radio technology that provides consistent, high-quality communication
- Lightweight Wireless Telephones designed specifically for a range of work environments
- Unlicensed frequency eliminates airtime charges



SpectraLink Wireless Telephone Systems allow users to keep in touch while moving throughout the workplace, even in buildings and campuses covering millions of square feet.

## SPECTRALINK WIRELESS TELEPHONE BENEFITS

### **AUTO DEALERSHIPS** INCREASE CUSTOMER SATISFACTION

Callers have easy access to service advisors and sales staff, which minimizes customer frustration. Service advisors can access technicians quickly and easily without leaving their desks. Wireless Telephones improve customer satisfaction while at the same time maximize returns.

### **CORPORATE OFFICES** INCREASED EFFICIENCY AND PRODUCTIVITY

Customers reach the right person directly rather than being transferred into voicemail. Managers are contacted quickly when a decision must be made, eliminating costly delays. Salespeople close deals more efficiently, and IT staff is better able to support the network and employees.

### **DISTRIBUTION CENTERS** FASTER, MORE ACCURATE ORDER PROCESSING

Distribution center personnel respond to order changes and inquiries in real time, without delays caused by paging and "telephone tag". Managers can track shipments and contact suppliers quickly. Traffic managers remain tightly coordinated and avoid costly errors due to communication lags.

### **EDUCATION** BETTER LEARNING ENVIRONMENT

Educators, administrators and resource officers have communication access anywhere on campus, enabling them to stay in touch with each other and the outside community. With direct communication, educators manage their classrooms more effectively by focusing on student achievement and at the same time, provide a safer learning environment.

### **FINANCIAL SERVICES** IMMEDIATE ACCESS TO INFORMATION

Employees need to react to stock prices, currency fluctuations, and numerous other market factors while remaining accessible to their customers. Wireless Telephones enable constant communication and fast response in this mission-critical environment.

### **HEALTHCARE** IMPROVED PATIENT CARE

Healthcare workers have immediate access to each other and, most importantly, to patients. With Wireless Telephones, disruptive overhead paging is eliminated, HIPAA guidelines are easier to adhere to, and healthcare providers offer better overall care, which ultimately leads to better patient satisfaction.



### **HOSPITALITY** HIGHER LEVEL OF SERVICE

Catering, housekeeping, meeting planners and other support staff are connected throughout the property, improving guest satisfaction. Managers can reach staff on guest floors which provides faster response to requests. Direct communication gives hotels, casinos and resorts with a competitive advantage in the hospitality industry.

### **MANUFACTURING** FEWER PRODUCTION DELAYS

Supervisors can roam the entire factory floor while keeping in touch with staff, customers, and vendors. Production downtime is reduced because maintenance personnel are always in contact, allowing them to address equipment problems and consult directly with outside specialists.

### **RETAIL** BOOST THE BOTTOM LINE

With Wireless Telephones, retail stores experience improved customer service and increased productivity, directly impacting the store's bottom line. Retailers are able to reduce cashier lines, managers spend more time on the sales floor, and customer service staff answer all incoming calls.

Fast and direct communication is critical to maintain a competitive advantage. To learn how SpectraLink Wireless Telephones will improve communication in your business, please contact SpectraLink.