



# Keep on-the-move office workers connected, productive and available throughout the enterprise with Motorola's TEAM VoWLAN solution



Some of your most mobile workers never leave the office, yet are often away from their desk. Keep your product managers, administrative assistants, inside sales representatives, engineers and more in touch while on the move throughout your enterprise campus with Motorola's TEAM VoWLAN solution.

Some of the world's most mobile employees never leave the office. From product managers to administrative assistants and manufacturing engineers to inside sales representatives, these office workers can't afford to be tied to their desks from nine to five or miss an urgent call or request while in a team meeting down the hall, checking on the manufacturing line or photocopying an upcoming agenda. In order to remain effective and responsive throughout the business day, workers need to stay connected to their phone, email and other crucial business data — no matter where they are in the enterprise.

## TEAM VoWLAN integrated voice and data solution

Motorola's Total Enterprise Access and Mobility (TEAM) Voice over Wireless LAN (VoWLAN) solution puts a complete mobile office in the pockets of on-the-move employees throughout the enterprise, delivering voice and data services over the WLAN in a compact, easy-to-carry TEAM VoWLAN business smartphone. As a result, workers can receive urgent calls, emails or text messages as they move throughout the office building or enterprise campus.

Interoperable with many legacy TDM and IP-based PBXs, the TEAM VoWLAN solution lets employees enjoy all their favorite desk phone features — including unified voicemail, conferencing and call transfer — when they're away from the desk. Motorola's superior engineering delivers a toll-quality voice experience comparable to that of traditional wireline service. And enterprise-grade push-to-talk (PTT) services ensure that employees can reach individual colleagues, entire departments or specific teams at the touch of a button.

Since voice is hardly the only communication method employed today, this Windows Mobile® business smartphone provides access to a comprehensive portfolio of data applications, from corporate email, contacts, calendar and other personal information management (PIM) tools to text messaging and Internet as well as Intranet access. And with the TEAM VoWLAN solution, employees can easily access server-based applications to check order status, view customer records and more — giving them on-the-spot access to the information they need to be effective anywhere on the enterprise campus.

## KEY BENEFITS

Enjoy the benefits of tighter 'teaming' with Motorola's TEAM VoWLAN solution:

- Improves employee availability
- Shortens response times
- Significantly reduces costly delays
- Increases productivity
- Improves customer service
- Drives faster decisions and on-the-spot actions
- Enhances worker collaboration

## 6 key business services... all in a single device

TEAM VoWLAN is a powerful integrated voice and data solution that provides concurrent access to the six key voice and data services your workers need to stay productive — all in a compact, easy-to-use and easy-to-carry smartphone. Services include:

- **PBX Telephony**

Extend all the features and functionality of a desk phone to a mobile device, including toll-quality voice, the simplicity of one phone number reach, one voicemail box and convenient desk phone features like abbreviated dialing, call forwarding, call transfer and call waiting.

- **Complete enterprise-grade push-to-talk services**

Empower users with robust, instant communications — including the ability to call an individual or a group (with up to 255 definable groups).

- **Corporate email, calendar, contacts and other personal information management (PIM) tools**

Keep your workers in touch and on top of their schedule, task list and more.

- **Text messaging**

Enables fast and efficient communications between workers via the WLAN — improving response times to customer demands and changing business conditions.

- **Internet/Intranet access**

Provides on-the-spot easy access to web-based applications and information as needed throughout the business day.

- **Line of business applications**

Support for the latest industry standard mobile operating system, Windows Mobile® 6.1, simplifies mobile access to server-based business critical applications, allowing employees to view customer data records, place orders, check inventory and more — all while on the move.

While the TEAM VoWLAN solution is designed to meet the needs of your workers, it is also designed to address your enterprise IT requirements. Unlike other Wi-Fi phones and standalone point solutions, Motorola's TEAM VoWLAN solution offers a complete platform that can serve your communication needs today, as well as expand to meet your needs in the future — whether you need new functionality or increased capacity. Users and devices are authenticated on the WLAN network and by the TEAM solution, providing a high level of security for voice and data communications. The server-based architecture enables easy integration with a range of legacy TDM and SIP-based PBXs to leverage your existing infrastructure investments and delivers enterprise-level scalability, supporting up to 4,500 users per server.

### Comprehensive pocketable voice functionality for highly efficient and available voice connectivity

The rich functionality of the Motorola TEAM VoWLAN solution keeps employees connected, responsive and productive throughout the day. Whether they're in a conference room across campus, in the cafeteria downstairs, walking between buildings or in the warehouse, employees can enjoy seamless coverage and high-quality voice connections over the enterprise WLAN. As a result, they're free to move around as needed to effectively perform their job, without worrying about missing an important call from a customer, manager, vendor or colleague.

Integration with the PBX puts all the convenient call handling features of the desk phone in a lightweight mobile device. Wherever they are, employees can easily transfer a call to a colleague, place a call on hold to respond to an incoming call and access the company directory. Even if workers are on the phone, call waiting ensures they don't miss an important call. And robust PTT functionality supports instant walkie-talkie style communication for both private and dispatch groups — so employees can get an immediate answer to a question from a colleague, and managers can reach entire departments at the press of a button.

The TEAM VoWLAN solution brings new efficiency to PBX dialing with the unparalleled convenience of an integrated contact list. There's no need to look up a number on a computer's contact database before picking up the desk phone. Simply scroll through the contact list on the business smartphone and click to call. And the TEAM VoWLAN solution makes it easy to keep contact data synchronized, so employees will never be without current information.

### Stay organized with personal information management (PIM) applications

The TEAM VoWLAN solution incorporates a calendar, address book, task list, meeting scheduler and other PIM applications needed to keep organized during the hectic workday. Employees can stay on top of their daily calendar, receive alerts on last-minute schedule changes and field new requests for meetings from anywhere in the enterprise. And, a fully synchronized contact list lets employees look up customer information on the spot without booting up a laptop or returning to their desk.



Motorola's Total Enterprise Access and Mobility (TEAM) Voice over Wireless LAN (VoWLAN) solution puts a complete mobile office in the pockets of on-the-move employees inside the four walls, delivering voice and data services over the WLAN in a compact, easy-to-carry TEAM VoWLAN business smartphone. The TEAM VoWLAN solution keeps the deskphone, email, personal management applications and access to line of business data right in hand, keeping your workers available and efficient throughout the workday — and on top of business as they move throughout the enterprise campus. Now workers will never miss that urgent call, email or text message; can reach co-workers, customers and other business associates when needed; can easily monitor and respond to meeting requests; and access address books, task lists and more — all while on the go.

### Conduct email triage away from the desk

The TEAM VoWLAN solution unleashes corporate email from the desktop, so employees can keep an eye on critical items while they're on the move. Employees no longer return to their desks to discover a flood of email that has accumulated in their absence — including urgent messages that require immediate action. Instead, workers can easily perform email triage when they are on the move, monitoring incoming emails as they arrive and acting on urgent messages as needed. As a result, your workers remain on top of the business day, preventing unnecessary delays in response that can impact customer service and your general business agility.



With the TEAM VoWLAN solution, a fully synchronized contact list with phone numbers and email addresses is right in the palm of your employee's hands for fast access.

### Stay on top of critical communications... regardless of preferred communication method

With the multitude of communication methods available today, it's all too easy to miss an important message. Your best inside sales person might frequently check voicemail during an in-house seminar, only to find an urgent email message from a top client waiting unanswered on her desktop. Or, a key shipment failed to go out because the project manager was away from his desk and missed the call for an authorization request.

The TEAM VoWLAN solution provides comprehensive support for voice, email and text messaging — ensuring that your workers are continuously reachable regardless of communication method. So whether a key customer likes to reach out with a quick phone call, a vendor prefers to send critical updates via email or a supervisor favors texting his or her staff, your employees will be available at all times — ready to respond promptly, provide great service, capitalize on each business opportunity and keep the wheels of business moving smoothly.

### All the business information you need... right at your fingertips

The lightweight and easy-to-carry TEAM VoWLAN business smartphone puts business-critical information right at the fingertips of the on-the-move employee. With both Intranet and Internet connectivity and support for server-based line of business applications, the TEAM VoWLAN solution gives on-the-spot access to the information needed to enable quick decisions and fast responses. For instance, IT managers can check on the status of servers and network infrastructure, as well as view any alerts — from anywhere in the enterprise. Sales managers can scan a dashboard view of the day's orders. And customer

service managers can monitor their department's performance from anywhere within the enterprise by checking key performance indicators (KPIs), such as the number of calls, average wait times and calls processed.

### Improve productivity...availability... and customer service

With Motorola's TEAM VoWLAN solution, your employees have the tools they need, at their fingertips, to increase availability, shorten response times and improve productivity. Comprehensive communication services keep on-the-move employees connected to colleagues, customers,

prospects and vendors. Workers are available and instantly ready to respond to urgent requests — whether they are at their desk or inspecting the manufacturing floor. Customer satisfaction is improved, client relationships are strengthened and costly delays that could impact productivity are eliminated.

For more information on how your operations can benefit from Motorola's TEAM VoWLAN solution, please visit us on the Web at [www.motorola.com/TEAM](http://www.motorola.com/TEAM), access our global directory at [www.motorola.com/enterprisemobility/](http://www.motorola.com/enterprisemobility/) contactus or contact your local Motorola TEAM authorized partner.

## The TEAM VoWLAN solution in action

The following comparative scenarios illustrate how the TEAM VoWLAN solution can help improve efficiency, agility and response times throughout your enterprise.

Without the TEAM VoWLAN solution	With the TEAM VoWLAN solution
<b>12:10</b> Bob is eating lunch in the cafeteria.	<b>12:10</b> Bob is eating lunch in the cafeteria, when he sees an urgent email on his TEAM VoWLAN business smartphone. A customer urgently needs to know if an order has been shipped and when delivery is scheduled.
<b>1:10</b> Bob returns to his desk, and checks the voicemail on his desk phone.	<b>12:11</b> Bob uses PTT to instantly contact the distribution manager to check on that order.
<b>1:14</b> Bob finishes listening to his voicemails, wakes up his computer and checks his email.	<b>12:13</b> The distribution manager sends Bob a text message with the confirmation number for the shipment.
<b>1:18</b> After skimming through twenty new emails, Bob notices the urgent email from a customer asking if their order shipped.	<b>12:14</b> Bob opens the web browser on his TEAM VoWLAN smartphone and tracks the confirmation number on the shipping company's website to confirm delivery date.
<b>1:20</b> Bob calls the distribution manager on his desk phone to check on the order. The distribution manager doesn't answer, so Bob leaves a voicemail.	<b>12:17</b> Bob scrolls to the customer's contact on his smartphone and calls the customer with the good news that their order has shipped and should arrive tomorrow. And Bob addressed the issue all before his lunch got cold.
<b>2:00</b> After finalizing the day's shipments, the distribution manager returns to his desk and returns Bob's call. Now Bob is away from his desk, so the distribution manager leaves a voicemail message with the tracking number.	
<b>2:19</b> Bob returns to his desk and retrieves the voicemail from the distribution manager.	
<b>2:23</b> Bob opens the web browser on his computer and tracks the confirmation number on the shipping company's website to confirm the delivery date.	
<b>2:26</b> Bob opens up the address book on his computer to find the customer's contact information. He then dials the number on his deskphone, but the customer has already left for the day, still wondering about the status of the order. Bob leaves a voicemail that will be retrieved by the customer the next business day.	

**RESPONSE TIME: 2 hours 16 minutes**

#### IMPACT:

Bob is forced to take many steps to handle a simple request, and the resulting inefficiency affects Bob's productivity. In addition, the inability to respond to the customer promptly has affected the customer's view of the level of service the company provides.

**RESPONSE TIME: 7 minutes**

#### IMPACT:

Bob is able to handle this simple but critical request in minimal time with minimal steps. In addition to helping Bob become more productive, the customer experience is improved due to fast response time resulting from Bob's increased availability.



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