



12 REASONS

Radios Are Holding Your Company Back

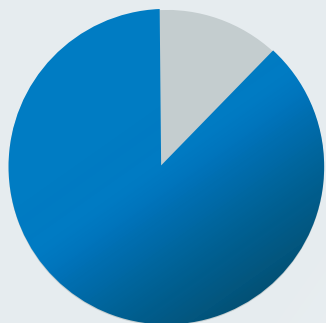
Discover the Pitfalls Frontline Workers and Enterprises Face and *How a Voice-First Intelligent Collaboration Platform Empowers and Protects Your Deskless Workforce*



RADIOS JUST DON'T CUT IT

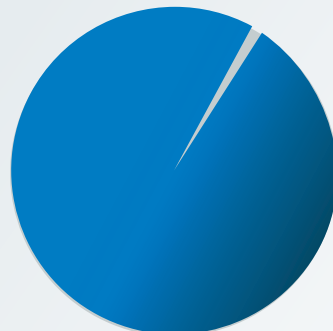
Discover the Pitfalls Deskless Workers and Enterprises Face

You likely know voice tools have become a standard for organizations.



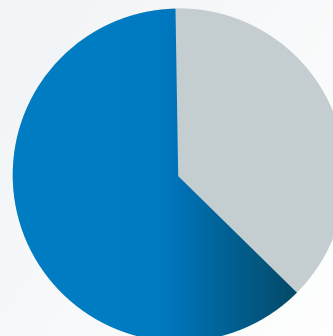
85% OF EMPLOYEES

want to use voice tools in the workplace.¹



99% OF EMPLOYEES

communicate with at least two coworkers using voice technology every day, with 63% talking to six or more coworkers.²



65% OF EMPLOYEES

use voice-based methods *at least hourly*.³

For your deskless workforce, voice tools aren't just a preference, they're a necessity. Your deskless workers are the backbone of your company. Many are heroes, risking their lives every day.

And yet, many of these deskless workers must use antiquated radio technology to do their day-to-day jobs. This technology hasn't changed much in 80 years, until now...

Deskless workers need technology from this century to excel at their jobs.

¹ Voice in the Workplace: Every Minute Counts. Orion Labs, Inc. 2018.

² Ibid.

³ Ibid.



THERE'S A BETTER WAY

Discover How a Voice-First Intelligent Collaboration Platform Empowers and Protects Your Deskless Workforce

Now more than ever before, leading organizations are turning to collaboration software to empower their deskless workers, create their connected workforces, and digitally transform the majority of their organization.



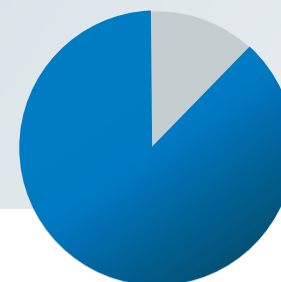
No. 1 priority

Before the COVID-19 pandemic, employee collaboration and productivity tools were already the **No. 1 priority** for organizations.⁴



42% increase

In the time since the COVID-19 pandemic, employee collaboration software has seen a **42% increase** in priority and spend.⁵



92% of professionals

COVID-19 has affected long-term thinking around collaboration, communications, and productivity tools, according to **92% of professionals**.⁶

These organizations know radios just can't cut it to stay competitive in today's digital world. In fact, these organizations are discovering that an intelligent collaboration platform can open more doors than they previously imagined possible.



⁴Workforce Transformation into 2021 and Beyond. 451 Research. Chris Marsh. Sept. 2, 2020.

⁵Ibid.

⁶Ibid.

THERE'S A BETTER WAY *(Continued)*

Imagine a future with improved:

- ✓ Employee Productivity
- ✓ Customer Engagement
- ✓ Safety and Compliance

It's a future where your voice tools actually enable digital transformation for your deskless workforce and create connected workers.

In fact, that future exists today.

But first, let's get crystal clear about the **issues deskless workers face with radios.**

An intelligent collaboration platform opens up new possibilities for the deskless workforce. Read on to discover why radios just don't cut it.



12 REASONS

Radios Are Holding Your Company Back




"The Dirty Dozen"








Read on to dive into "The Dirty Dozen" reasons radios are holding your company back.

We could go on forever, but here are the 12 problems with radios we'll focus on in this e-book:





SECTION 1: BRASS TACKS

-  1. **UN**acceptable Coverage and Audio Quality
-  2. **UN**wieldy Form Factor
-  3. **UN**reasonable Cost for Limited Value

SECTION 2: IN USE

-  4. **UN**known Team Status and Locations
-  5. **UN**able to Use Just One Device
-  6. **UN**secured Networks and Frequencies
-  7. **UN**acceptable Handling of Emergency Situations
-  8. **UN**able to Easily Connect With Teams Offsite

SECTION 3: ORGANIZATIONAL VISION

-  9. **UN**tethered to Systems and Information
-  10. **UN**able to Measure
-  11. **UN**able to Automate
-  12. **UN**able to Innovate



SECTION 1

BRASS TACKS



1. **UN**acceptable Coverage and Audio Quality



2. **UN**wieldy Form Factor



3. **UN**reasonable Cost for Limited Value

SECTION 1: BRASS TACKS



No. 1 **UN**acceptable Coverage and Audio Quality

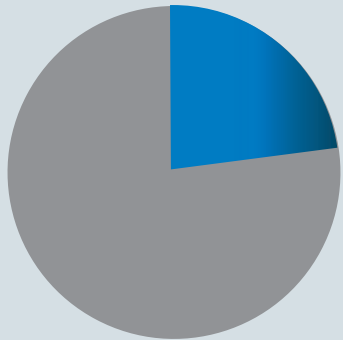
“Who Is This?”

Fast, reliable, and secure communication should be table stakes for your organization’s modern deskless workforce. Sadly, this isn’t always the case.

Radio Static and Concrete Walls

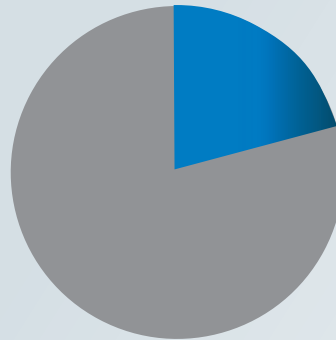
“Who is this?” — Someone with a radio in your organization, probably

Today, many frontline workers are still using radio technologies with leftover quirks from bygone decades. Quirks like deficiencies that require workers to keep their device’s antennae pointed vertically, so their signal capability does not decrease by half. These same technologies are affected by the number of floors, stairwells, and walls in a given location. Communicating in concrete parking garages with these technologies is almost impossible.



23% OF PROFESSIONALS

said that range/network coverage is a primary issue for team communication.⁷



20% OF HEALTH CARE PROFESSIONALS

complained about missing messages entirely.⁸

Far too often, we hear frontline workers have to ask, “Who is this?” or “Can you hear me now?” while using their radios. That’s largely because radio audio quality is typically very poor, making it harder to distinguish between different voices and avoid constant static.

⁷ Voice in the Workplace: Every Minute Counts. Orion Labs, Inc. 2018.

⁸ Ibid.



SECTION 1: BRASS TACKS



No. 1 **UN**acceptable Coverage and Audio Quality *(Continued)*



Keep Your Distance

On top of these audio quality problems, radios are also often limited to small usage/reception areas. This makes it incredibly difficult for decentralized and distributed workforces in industries like transportation, where vehicles and deskless workers are constantly on the move. In these decentralized and distributed industries, dispatch centers need to check-in with one another or their headquarters at centralized, regionalized, and individual levels. Drivers (thousands of them, everywhere) need to collaborate with multiple dispatch and operation centers.

Today, forward-looking organizations need to be able to communicate with groups whether they're onsite, on the road, across town, or around the globe. Being limited to a building or even a city block simply won't cut it in today's competitive environment.

Didn't you invest in radios so you could easily communicate with your deskless workforce?

Simply put, your frontline communication software should be able to reach any distance, on any network, on any device — and with HD quality voice. Anything less is simply unacceptable.



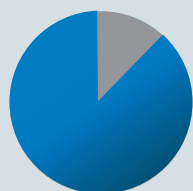
SECTION 1: BRASS TACKS



No. 2 **UN**wieldy Form Factor *Heavy, Ugly, and Antiquated*

The Importance of Appearance

If you work in customer-facing industries like hospitality, events, entertainment, or retail, you know that how your employees appear in front of your customers is incredibly important.



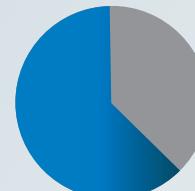
90% OF EMPLOYEES

believe appearance influences client perception and company image.⁹



96% OF CUSTOMERS

believe business appearance is at least somewhat important.¹⁰



68% OF CUSTOMERS

said poor customer service impacted their decision not to return to a location.¹¹

If appearance is this important, why would you let your customer-facing employees wield a giant brick of a radio in front of customers? The truth is radios look and feel antiquated. If your customers see your employees holding that hardware, what does that say about your organization?



Shedding the Weight

You know this: The average radio weighs about as much as a brick (it even looks like a brick). The goal of technology should be to make your deskless workers' jobs easier — not to add weight to their already stressful day-to-day jobs (and no, making your employees carry around extra weight is not the same as offering them gym benefits).

Your deskless workers' communication software should be operational on any hardware you choose, or need: let form follow function. You shouldn't be locked into having to operate with a brick on your person.

You shouldn't settle for devices that are unwieldy and make your customer-facing teams look bad.

⁹ New Research Reveals Why 'Appearance Discrimination' Is Making Workplaces Even More Toxic. Marcel Schwantes. Inc.com. Oct. 12, 2019.
¹⁰ Store Appearance Is Critical to Retail Sales. Matworks. February 6, 2016.
¹¹ Ibid.



SECTION 1: BRASS TACKS



No. 3 UNreasonable Cost for Limited Value *Getting Trapped in Unexpected Costs and Understanding Total Cost of Ownership*

If your organization uses radios, you're likely locked into at least one unfavorable contract of some kind. Here are just two unforeseen costs that usually come with radio contracts:



Cost of Expanding Infrastructure

With radios, every expansion is a logistical nightmare. Adding new users, spaces, or groups can be cost-prohibitive, complicated, and often require a new license to be sourced and agreed to by the FCC. In today's environment of fast-paced technological advancements, regulated spectrum is an obsolete concept. Superior functionality should drive you to choose communications tools, not expensive binding agreements. Today's deskless workers need tools that are convenient, cost-efficient, and easy to deploy, manage, and update.



Cost of Maintaining Equipment

With radios, your team is locked into one expensive system — batteries, cables, repeaters, additional equipment — that can't be mixed and matched with another advanced system without costly workarounds. Firmware upgrade cables are often proprietary and expensive. And often, radio parts like batteries have to consistently be replaced as they age. With secure collaboration systems built to operate on phones, teams can speak with anyone, anytime — no matter what device they use.

These are just a few of the hidden costs that come with radios. When you take into consideration the devices, licenses, and support that come with these expensive pieces of hardware, the fact that they don't work well becomes even more frustrating.



BRASS TACKS

A BRIEF RECAP

What We've Just Learned a Quarter of the Way Through "The Dirty Dozen"

SO FAR, WE'VE LEARNED THAT RADIOS:

1. Are far from the ideal collaboration solution
2. Are unwieldy and antiquated
3. Are unexpectedly expensive

To recap, you're paying a lot of money for something antiquated and insufficient. This would be unacceptable in just about any other industry, but radios have unfortunately been able to put many organizations in bad situations with legacy technology and unfavorable contracts.

Honestly, this list could end here, but there are nine more forward-looking reasons radios are really holding your company back.



SECTION 2

IN USE



4. **UN**known Team Status and Locations



5. **UN**able to Use Just One Device



6. **UN**secured Networks and Frequencies



7. **UN**acceptable Handling of Emergency Situations



8. **UN**able to Easily Connect With Teams Offsite

SECTION 2: IN USE



No. 4 UNknown Team Status and Locations

“What’s Your 20?”

One of the most common uses for radio is determining the status and location of deskless workers. Yet, even when properly configured, radios can’t tell dispatchers where drivers or assets are, which vehicles are in motion, or even who’s online and listening.

It’s time to connect deskless workers to headquarters with operational control.



Saving Your Workers Time

“What’s your 20? Over.” — A manager with a radio in your organization every 30 minutes or so, probably

Rather than making your deskless workers constantly give their location, what if you could see where they and their vehicles or assets are in real time? What if you could also see who is online and listening in real time? Having that kind of information at your fingertips could help you make more informed decisions — something radios could never do.

What if you could even automate status check-ins, so your workers and dispatchers could focus on the more important aspects of their jobs? Using a forward-looking collaboration platform, you could even set check-in perimeters and alerts with geofencing.

This world exists today, and status check-ins aren’t the only processes that are being automated.

Relying on radio check-ins to determine the status and location of your team is holding your deskless workforce and your company back.



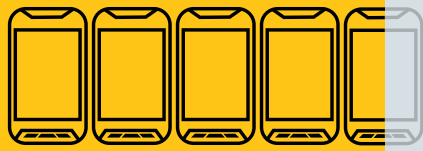
SECTION 2: IN USE



No. 5 **UN**able to Use Just One Device

“Ugh, Just Call Me on My Cell”

If you're using radios, your deskless workforce needs to use multiple devices to achieve its collaboration requirements.



4.5 DIFFERENT COMMUNICATION TOOLS

On average, professionals use 4.5 different communication tools or methods to communicate with team members at work.¹²



42% SWITCH TOOLS

42% of people using traditional tools must switch between them during their workday. These professionals report having to switch communication tools multiple times a day, often because they can't reach someone.¹³



Multimodal User Experience

With radios, all you get is (static) voice. Today, workers must be able to send each other texts, photos, videos, and even files like PDFs while they're on the job. Being able to send these file types improves reporting, compliance, and employee productivity.



Meeting Compliance Requirements

At sites with compliance requirements like no cell phone policies, deskless workers must have something on them better than a radio for their communication needs. Not having the ability to use multimodal communication and being stuck with a piece of technology that just doesn't work simply won't improve their productivity and may ultimately hurt customer satisfaction.

Your deskless workforce deserves a communication device that can handle any mode of communication and meet compliance requirements.

¹²Voice in the Workplace: Every Minute Counts. Orion Labs, Inc. 2018.

¹³Ibid.



SECTION 2: IN USE



No. 6 UNsecured Networks and Frequencies

Protecting Your Deskless Workforce and Your Organization



The truth is most radios don't have encryption, which means anyone with a scanner can listen in. Often, other people may be using the same frequency as your organization, and you may have to compete for airtime while communicating business- or mission-critical information to your deskless workforce.

Of course, the unsecured networks and frequencies radios use open up a number of security concerns. Every organization delivers some kind of proprietary or sensitive information on a regular basis over their radios. The very idea of a competitor or just a bad actor being able to listen in on your employees' confidential conversations should be enough cause for concern.



The Importance of Up-to-Date Security

The radios that do have encryption are often using encryption that is 20 years old. This kind of encryption is very outdated and very difficult to manage.

Your collaboration software's security should be table stakes. Your workforce collaboration software should offer end-to-end enterprise-grade encryption, to ensure your workforce stays safe.

To make sure your competitive and organizational information stays secret, invest in communication software with enterprise-grade security and encryption.



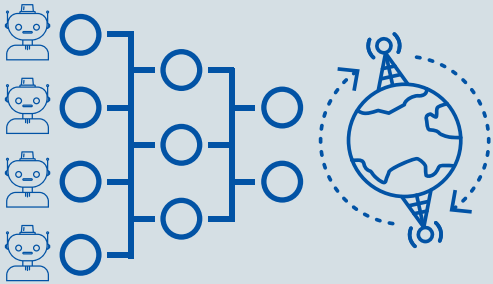
SECTION 2: IN USE



No. 7 UNacceptable Handling of Emergency Situations *Keeping Your Employees Safe During Dynamic Situations*

You never want the worst to happen, but when it does, you want to be prepared for the safety of your workers.

With radios, incidents and emergency situations like incapacitations, location breaches, panic alarms — even fires — are still handled with voice technology on preconfigured frequencies. This has to change.



Handling Dynamic Situations With Powerful Collaboration Technology

What if you could keep your deskless workers safe by automating safety check-ins, monitoring for incapacitation (e.g. vigilance control), or allowing them to call for help in emergencies while starting emergency workflows (even surreptitiously for safety reasons)? Those emergency workflows could include all-call notifications, notifying headquarters, and enabling bots to begin running safety procedures.



What if you could leverage real-time GPS and know who on your team to call based on proximity? That GPS could locate people and assets immediately, when needed, and even use advanced indoor location services.



What if you could create unlimited ad hoc groups on a global scale to handle these dynamic situations? Imagine instantly connecting with employees 1:1, in any group, or in a mass communication call to all employees.

Keep your employees safe by handling dynamic situations with best-of-breed technology — not radios.



SECTION 2: IN USE



No. 8 UNable to Easily Connect With Teams Offsite *Give Managers “Always Available” Technology*

Once a manager’s shift is over, they must often turn in their radios when they leave for the day. Even if a manager gets to keep their radio after the shift, they’ll often go outside the device’s range. This makes it much more difficult to notify a manager when they are needed while offsite.



Always Available Technology for Managers

Collaboration software allows managers to stay connected with their deskless workforces wherever their work takes them. This software allows them to communicate on any device, on any network, at any distance without installing any software.



Archived Messages for Informed Decisions and Planning

With collaboration software, managers can easily access previously sent messages (even from archive) to analyze and use to make better, more informed decisions.

Managers need technology that is always readily available anywhere at any time.



IN USE

A BRIEF RECAP

What We've Learned More Than Halfway Through "The Dirty Dozen"

IN THE "BRASS TACKS" SECTION, WE DISCUSSED HOW RADIOS:

1. Are far from the ideal collaboration solution
2. Are unwieldy and antiquated
3. Are unexpectedly expensive

NOW, IN THE "IN USE" SECTION, WE'VE LEARNED THAT RADIOS:

4. Don't know where your team or assets are
5. Can't handle any mode of communication
6. Are unsecure
7. Don't handle dynamic situations well
8. Are unable to help offsite managers connect with their teams

To recap, radios are not only insufficient, heavy, and expensive — they're not allowing your team to do the best job it possibly can, in the safest way possible.

A lot of this comes down to your "**Organizational Vision**" around the technology your deskless workers use. We discuss the need for that vision and more in the final four points...



SECTION 3

ORGANIZATIONAL VISION



9. **UN**tethered to Systems and Information



10. **UN**able to Measure



11. **UN**able to Automate



12. **UN**able to Innovate

SECTION 3: ORGANIZATIONAL VISION



No. 9 **UN**tethered to Systems and Information

Amplify Employee Intelligence With Real-Time Access to Systems and Data

On their own, radios are bricks connected to the employees using them, but disconnected from the rest of the organization. In today's competitive environment, organizations must be able to create an integrated platform with their communication technology.



Creating an Integrated Platform

What if your voice-first workforce collaboration software connected your deskless workers to systems, data, and subject-matter experts (SMEs) — all on one platform? What if that software served as an intelligent, integrated platform for your organization's dispatch, geolocation, safety, compliance, inventory, task management, and communications needs? What if it even allowed you to create workflows and integrate with other third-party solutions? Using your communication software as a platform that connects your whole organization isn't just possible in today's competitive environment — it's necessary.



Amplifying Employee Intelligence

Once you have created your integrated platform with your collaboration software, you are ready to take the next step in innovation with intelligence amplification (IA).

"Intelligence amplification is the use of technology to augment human intelligence. And a paradigm shift is on the horizon, where new devices will offer less intrusive, more intuitive ways to amplify our intelligence."

— Harvard Business Review¹⁴

IA empowers organizations to deliver the right information to whoever is doing the work, wherever the job may be, whether that's in the store, on the factory floor, in the field, on the road, or in the warehouse.

Integrating your communications solution into the rest of your organizational processes allows you to amplify your employees' capabilities.

¹⁴How Wearable AI Will Amplify Human Intelligence.
Lauren Golembiewski. Harvard Business Review. April 30, 2019.



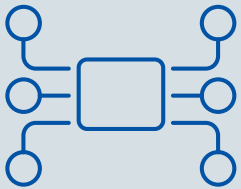
SECTION 3: ORGANIZATIONAL VISION



No. 10 UNable to Measure

Unlock Unlimited Potential Within Your Connected Workforce

With radios, your organization isn't capturing any information that's being communicated between employees. When you aren't capturing information and data, you're allowing inefficiency into your operation.



Generating Data With Your Collaboration Software

Innovative collaboration software empowers you to log, document, archive, retrieve, and analyze messages and interactions based on your organization's safety and compliance requirements.

After gathering your employees' communication, movements, automation, and intelligence amplification information, the sheer amount of data your connected workers and digital organization will generate will allow your organization to enter into the realms of Big Data and advanced analytics. And that is where real organizational improvement starts to happen.

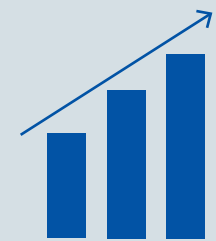
"What gets measured gets managed."

— Peter Drucker, Management Consultant and Author¹⁵

Using Analytics In Your Digital Organization

Once your digital organization has generated and tracked its data, you'll be prepared to harness that information and make informed decisions with analytics. With analytics, you can deliver insights into individual and team movements and actions, including forecasting where and when to increase staffing to meet change in demand, preventing bottlenecks, and improving service levels.

Using voice-first intelligent, collaboration software to harness the power that comes with analytics and business intelligence will unlock tremendous opportunity for your organization.

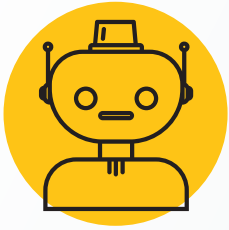


Of course, none of these analytics capabilities are possible with radios.



¹⁵What Can't Be Measured. Larry Prusak. Harvard Business Review. Oct. 7, 2010

SECTION 3: ORGANIZATIONAL VISION



No. 11 **UN**able to Automate

Automate Simple or Complex Processes and Workflows to Enable Workers to Focus on Higher-Value Duties

Think about how much of your deskless workforce's time is wasted on processes that could and should be automated. If radios can't even handle communication well, forget about automation.

Process Automation Increases Profit

Process automation within your collaboration software enables bots and workflows to handle repetitive tasks, so your deskless workers can focus on higher-value work. Automation is also very profitable for your organization:



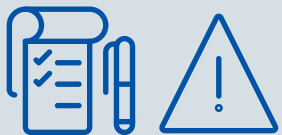
**20-30%
REVENUE LOSS**

Organizations lose 20 to 30 percent of revenue every year due to inefficient processes.¹⁶



**15% REVENUE
GROWTH**

Highly automated companies are six times more likely to see revenue growth of 15% or more.¹⁷



Process Automation Increases Safety and Productivity

Automating processes is not only good for your organization, it's good for your connected workers, too. Process automation creates opportunities to automate any simple or complex tasks, including safety standard operating procedures (SOPs); compliance with regulatory requirements; lone worker emergencies; health, safety, and environment (HSE) processes; return-to-work protocols; and check-ins.

Of course, these are just a few examples of processes your organization could automate for your deskless workforce. Just imagine how many more tasks your company could automate and the value that automation would bring to your organization.

Organizations need to take a heads-up working style to their day-to-day processes to enable innovation for their organization. These voice-automated processes ensure completion on time, in the right order, by the right staff. With these processes, organizations can digitize and record completed processes to meet corporate standards and industry compliance needs.

When your workforce collaboration software automates processes, productivity, safety, compliance, and customer service can all improve.

¹⁶ 50+ Key Business Automation Statistics for 2020. Ashish Deshpande. Frevvo.

¹⁷ The Global Process Automation Market: Statistics You Need to Know. ThinkAutomation.



SECTION 3: ORGANIZATIONAL VISION



No. 12 UNable to Innovate

Bring Your Organization's Technology Into the 21st Century

"[O]nly the bounds of human imagination will place a limit on the usefulness of the 'walkie-talkie.' Its value will prove incalculable in reaching physicians while en route in automobiles to patients' homes, in providing contact for hunters with a central lodge, in directing delivery trucks while they are in transit. All these services and many more are assuredly going to make life both more efficient, enjoyable, and in many instances downright fun."

— The New York Times, 1945¹⁸

This quote is from 1945, the era when the walkie talkie began. Eighty years later, where are we? How much has technology for deskless workers really improved?

The truth is the promise of handheld radios has largely been lacking in innovation in the decades since the creation of the walkie talkie. The industry settled and became content using the same technology, where antennas must be pointed vertically, where battery life is a constant worry, where radio static has become white noise, where you can't figure out why your radio constantly beeps at you.

It's time to move beyond the barriers of concrete walls.

Orion has envisioned a world where your voice-first collaboration software can empower your deskless workers with:

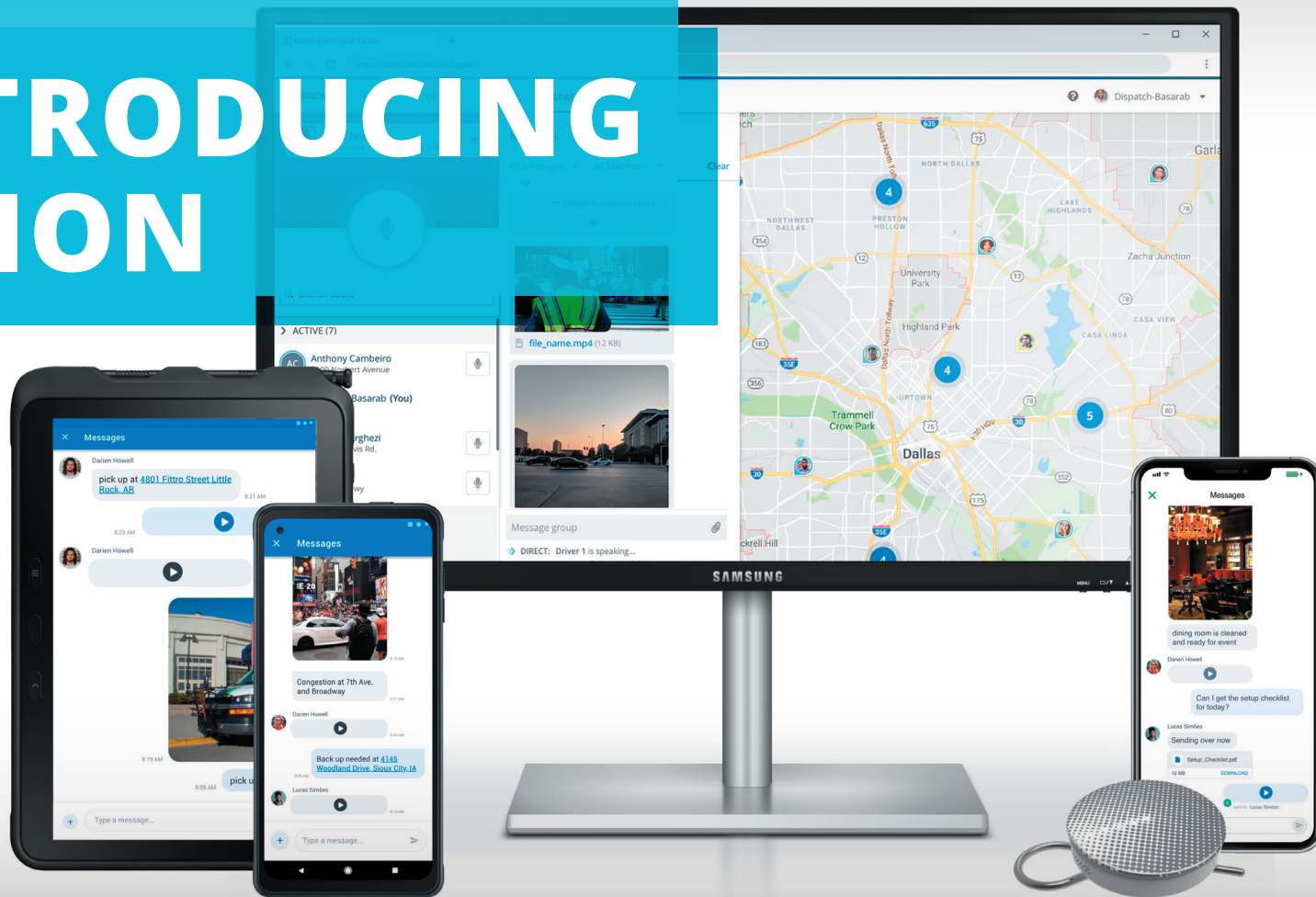
- ✓ Voice-First, Multimodal Collaboration
- ✓ Operational Control
- ✓ Process Automation
- ✓ Intelligence Amplification
- ✓ Analytics

We not only envisioned that world — we built it.



¹⁸Roger That: A Short History of the Walkie Talkie. Vice. Ernie Smith. Sept. 22, 2017.

INTRODUCING ORION



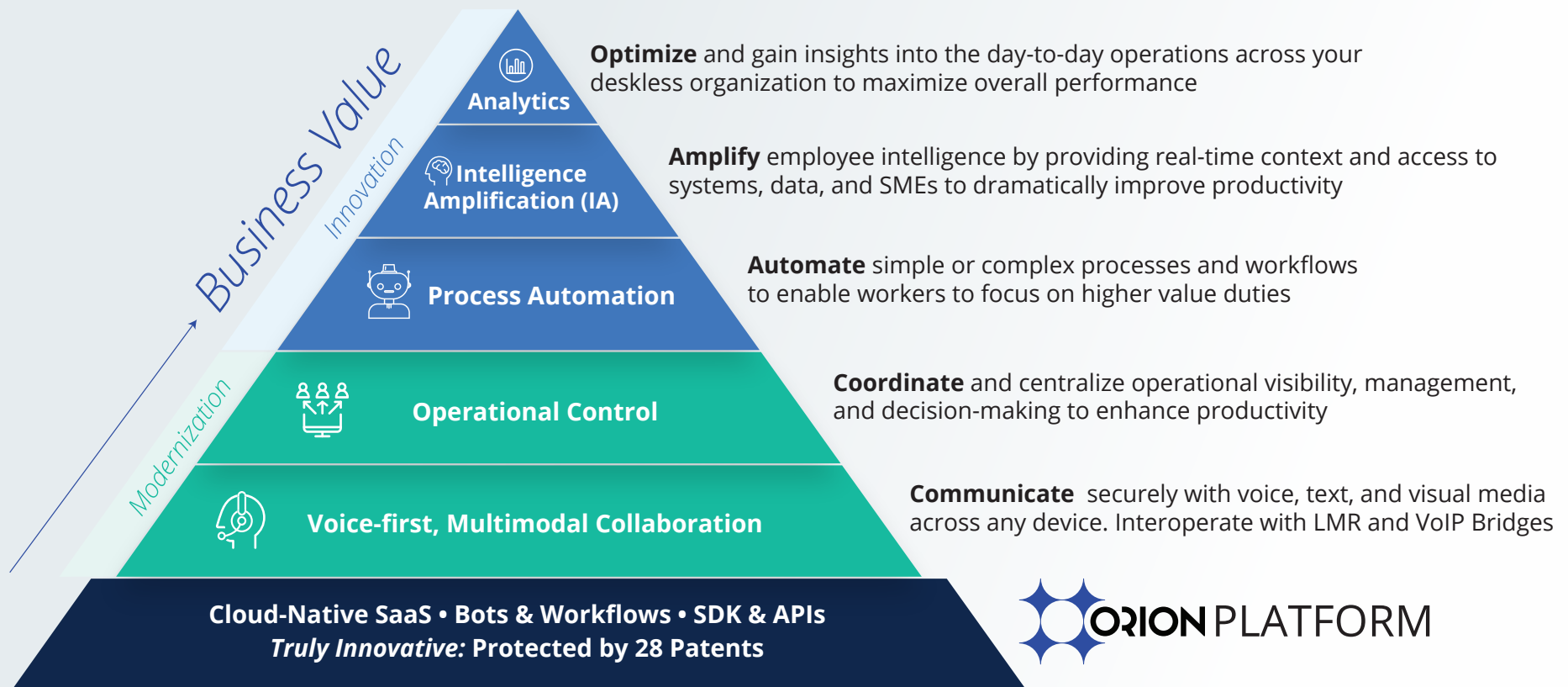
DISCOVER THE FUTURE OF VOICE AT WORK

Orion is the leading voice-first, intelligent platform that empowers deskless workers by enabling real-time team collaboration, process automation, location mapping, and access to enterprise systems to improve workforce productivity, safety and compliance, and customer engagement.



THE FUTURE OF VOICE AT WORK

Forget Radios. Build Your Digital, Voice-First Connected Workforce Today in 5 Steps.



Orion is the first collaboration platform to empower your deskless workers and help you create your connected workforce by incorporating them in an agile and responsive enterprise. Our powerful platform is built on a cloud-native service that exploits 5G, and we have available on-premise deployment, if needed.

Following these steps will build your digital, voice-first organization and empower your connected workers. Radios simply just don't cut it.

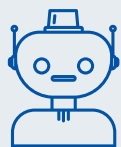


THE POWER OF THE ORION PLATFORM

You Can't Build a Digital Organization With Radios or PTT Apps

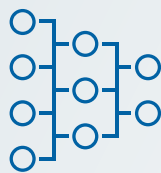
With Orion, your organization isn't simply investing in a communication app or point solution. That's why we built the voice-first intelligent collaboration platform: So you could enable digital transformation for your whole organization.

THE ORION PLATFORM INCLUDES:



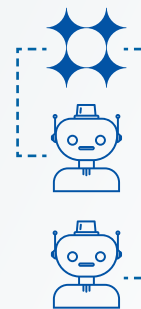
ORION VOICE BOTS

Allow bots to participate in talk groups to perform tasks, respond to queries, and have agency. Enable always-on bots to listen and respond to commands, events, and actions automatically or manually.



ORION WORKFLOWS

Utilize simple or complex workflows that are uniquely triggered by voice, the Internet of Things (IoT), or third-party services. Create workflows that are automated, expedited, accurate, archived, and integrated with your systems of record.



OPEN PLATFORM AND SDK

Enjoy Orion's architecture that utilizes a unique abstraction layer that turns voice into data. Connect Orion groups and bots with custom software endpoints using Orion's platform API and software development kit (SDK). Integrate with leading service providers, including IBM Watson, Microsoft, Twilio, Mapbox, HERE, ESRI, and more.



ADVANCED LOCATION SERVICES

Create centralized or distributed location visibility, mapping, management, and decision-making with advanced location services. Leverage real-time geolocation of each employee for better response, safety, and accountability, and utilize 3D (x-, y-, and z-axis) indoor location for asset and team member tracking beyond GPS capabilities.



LIMITLESS SCALABILITY OVER ANY DEVICE

Utilize any network for your communications, including LTE, private LTE, Wi-Fi, satellite, and mesh. Communicate with any size team via unlimited groups, 1:1, or mass communication over any distance. And certainly don't worry about floors, stairwells, or concrete walls.



END-TO-END ENCRYPTION

Utilize enterprise-grade end-to-end encryption (E2EE) and security to protect your proprietary and sensitive information, communications, and — most important — your connected workers.

Orion's powerful platform is built to support your digital journey, focused on your most important resource: your connected workers. We have 28 patents that support and protect our dedication to constant innovation.

The Orion Platform enables you to create your digital organization and empower your connected workforce.






FINAL RECAP

Leaving “The Dirty Dozen” Behind






Orion solves all 12 of these problems and so much more. Read on to learn more and get in contact with Orion today.







BRASS TACKS

-  1. **UN**acceptable Coverage and Audio Quality
Simply put, your frontline communication software should be able to reach any distance, on any network, on any device — and with HD quality voice. Anything less is simply unacceptable.
-  2. **UN**wieldy Form Factor
You shouldn't settle for devices that are unwieldy and make your customer-facing teams look bad.
-  3. **UN**reasonable Cost for Limited Value
When you take into consideration the devices, licenses, and support that come with these expensive pieces of hardware, the fact that they don't work well becomes even more frustrating.

IN USE

-  4. **UN**known Team Status and Locations
Relying on radio check-ins to determine the status and location of your team is inefficient and holding your deskless workforce and your company back.
-  5. **UN**able to Use Just One Device
Your connected workers deserve a communication device that can handle any mode of communication and meet compliance requirements.
-  6. **UN**secured Networks and Frequencies
To make sure your frontline workers and your organization stay safe, invest in communication software with enterprise-grade security and encryption.
-  7. **UN**acceptable Handling of Emergency Situations
Keep your employees safe by handling dynamic situations with best-of-breed technology — not radios.
-  8. **UN**able to Easily Connect With Teams Offsite
Managers need technology that is always readily available anywhere at any time.

ORGANIZATIONAL VISION

-  9. **UN**tethered to Systems and Information
Integrating your communications solution into the rest of your organizational processes allows you to amplify your employees' capabilities — something radios could never do.
-  10. **UN**able to Measure
Using collaboration software to harness the power that comes with analytics and business intelligence will unlock tremendous opportunity for your organization. With analytics, your team can turn data into intelligence, improve team performance, and deliver insights into individual and team movements and actions.
-  11. **UN**able to Automate
When your workforce collaboration software automates processes, productivity, safety, compliance, and customer service can all improve.
-  12. **UN**able to Innovate
Orion has envisioned a world where your voice-first collaboration software can empower your deskless workers with process automation, intelligence amplification, and analytics.

DON'T WAIT

The Future of Voice Is Waiting for You. Are You Ready?

Don't let your organization fall behind by using outdated technology. Orion pioneered the voice-first, intelligent collaboration platform, so you could empower your deskless workers and create a connected workforce. Contact Orion today to learn more.

Contact Us Today



About Orion

Orion is the leading voice-first, intelligent platform that empowers deskless workers by enabling real-time team collaboration, process automation, location mapping, and access to enterprise systems to improve workforce productivity, safety and compliance, and customer engagement.

Orion holds 55 patents that support its award-winning solutions and has been named an IDC Innovator. The company is headquartered in San Francisco and backed by leading investors. For more information, visit www.orionlabs.io.

