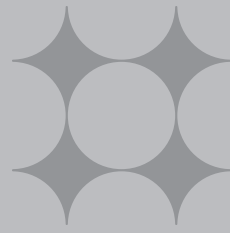# ORION

Connecting the Deskless Workforce

"Leading organizations know that to be competitive in today's marketplace, they must empower their deskless workers with collaboration software that connects them to the rest of the digital enterprise. Radios, push-to-talk apps, and outdated technology just don't create a path for innovation and digital transformation for frontline operating teams."

**— Greg Taylor,
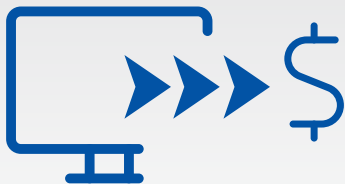Orion Chief Executive Officer**

COLLABORATION SOFTWARE TO CONNECT THE DESKLESS WORKFORCE

Today's Problems Need Modern Technology

The world is rapidly changing. Frontline operational challenges are greater than ever before. Businesses are either innovating or falling behind.
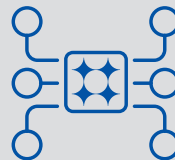
Digital Transformation Unlocks Profit for Your Business

In response to these challenges, companies are striving to become digital, intelligent enterprises, with real-time collaboration at the core of their success. To gain a competitive advantage, leading organizations know they must create a connected, more productive workforce. But, companies are leaving the largest portion of the workforce behind: Deskless workers.

Problem: Deskless Workers Often Use Multiple Devices and Outdated Technology

Deskless workers handle the most demanding and dynamic jobs in the world. Yet, when in the field, they're forced to rely on multiple devices to collaborate, including phones, apps, and radios.
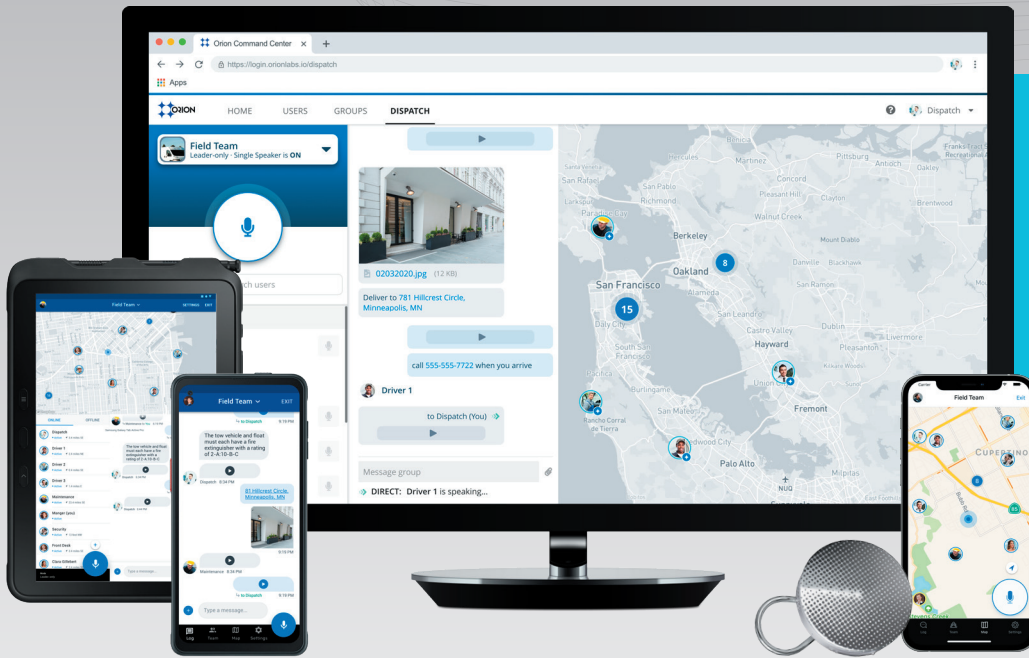
Solution: Collaboration Platform Is the 21st Century Answer for Creating a Connected Workforce

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

The deskless workforce needs a voice-first intelligent collaboration platform built to handle today's problems while anticipating tomorrow's needs.
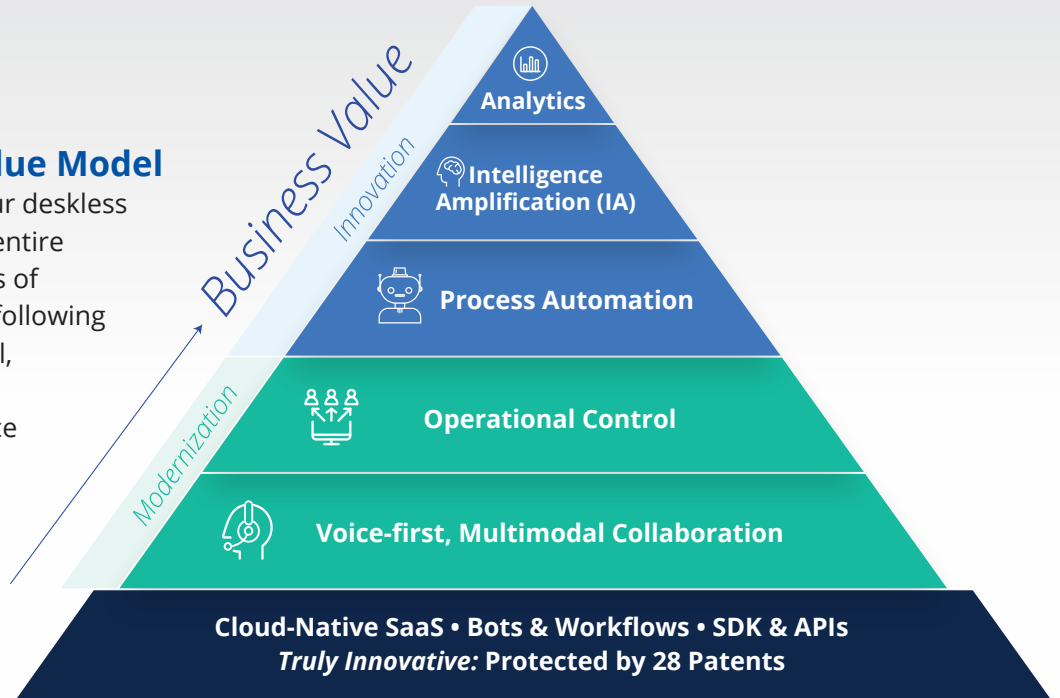
INTRODUCING ORION
Connecting the Deskless Workforce

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

The Orion Business Value Model

Orion's SaaS platform takes your deskless workforce and ultimately your entire organization through the stages of modernization and innovation following the Orion Business Value Model, which was built to solve the problems digital enterprises face today and well into the future.

Business Value

Innovation

- Analytics
- Intelligence Amplification (IA)
- Process Automation

Modernization

- Operational Control
- Voice-first, Multimodal Collaboration

Cloud-Native SaaS • Bots & Workflows • SDK & APIs
Truly Innovative: **Protected by 28 Patents**

"Frontline worker communication and automation is now an essential priority as enterprises increasingly focus on improving efficiency and agility. This shift has created a massive new market opportunity in industries where frontline workers drive outcomes such as transportation, logistics, manufacturing, and healthcare. Orion's platform is purpose-built to deliver enterprise digital transformation to these critical frontline and deskless workers."

— Raúl Castañón-Martínez, Senior Analyst, 451 Research

WHY VOICE-FIRST MULTIMODAL COLLABORATION?

Digital Enterprises Need Communication Built for Today's Workforce

Orion enables digital enterprises to move beyond multiple devices and current antiquated communication tools with **Voice-First Multimodal Collaboration**.

Voice-First = Heads Up + Hands Free

Connect your deskless workers with a voice-first "heads-up" solution built for the deskless workforce to keep them safe and focused on the most important aspects of their jobs.

Multimodal = Voice + Text + Photos + Videos + Files

Communicate securely with voice, text, photos, videos, and files such as PDFs. Collaborate with a multimodal experience on the go and on one device, creating a truly connected workforce.

HIGH-QUALITY VOICE
Communicate with HD-quality voice with extremely low-latency push-to-talk (PTT) that works even on low-bandwidth connections.

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.

ANY SIZE GROUPS
Enable unprecedented collaboration for your deskless worker teams with unlimited dynamic group creation, 1:1 talk modes, and instant mass communication capabilities.

REAL-TIME LANGUAGE TRANSLATION
Collaborate with employees in any region using real-time language translation.

"With Orion, we communicate collaboratively across our entire property, which hosts hundreds of guests per day. Our staff use voice communication to save time and to provide our customers with prompt service. In fact, we've noticed significantly more positive comments and customer reviews since we began using Orion."

— Assistant General Manager, Leading Country Club

FIRSTNET.
Built with AT&T
CERTIFIED

"As a FirstNet Certified™ application, public safety can be confident that Orion Labs' push-to-talk app is a trusted solution that meets FirstNet requirements for relevancy, security, data privacy, mobility, resiliency, and scalability."

— Bob Sloan, Chief Operating Officer, FirstNet at AT&T

Unified, secure collaboration on one platform.

UNMATCHED COVERAGE
Any Distance. Any Network. Any Device.

Distance, concrete walls, and stairwells should never be a factor when your employees are communicating with each other. Orion enables your employees to communicate whenever, wherever, and however they need.

ANY DISTANCE
Communicate over any distance, including onsite, on the road, across town, or around the globe. And certainly don't worry about floors, stairwells, or concrete walls.

ANY NETWORK
Utilize any network for your communications, including LTE (5G-ready), private LTE (CBRS), Wi-Fi, satellite, and mesh.

ANY DEVICE
Enjoy the broadest range of device support, including smart and/or ruggedized devices running Android, iOS, or browsers.

Your deskless workers deserve to communicate over any distance, on any network, and on any device they need. And they certainly shouldn't worry about floors, stairwells, or concrete walls ruining their coverage.

"Orion's reliable Wi-Fi and cellular data-based collaboration platform will support our staff throughout their daily activities, both onsite and offsite, as we provide the highest level of care for our residents. Orion's system provides the communications functionality, dispatch capabilities, and safety procedure workflows that our staff need to ensure that our residents' lives are safer, happier, and healthier."

— Director of Information Technology,
   Major Senior Living Facility

"At a past event, we tested the LTE connected solution from [major radio vendor], and nobody on the team wanted to use it. When we deployed Orion's enterprise voice and advanced location services at our biggest annual event, we saw a huge difference in adoption. Our teams enthusiastically adopted Orion, and we immediately expanded our use beyond the original scope."

— Radio System Owner,
   Fortune 100 Technology Company

OPERATIONAL CONTROL

Coordinate and Centralize Operational Visibility, Management, and Decision-Making

Connect your deskless workers to headquarters with powerful console-based control, dispatch, and oversight.

DISPATCH CONSOLE

Communicate with distributed teams and handle dispatch with secure, web-based push-to-talk via a browser. Create control at central, regional, and local levels for team empowerment and accountability.

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.

ARCHIVING AND COMPLIANCE

Record, playback, and archive all staff messages and interactions, including voice, text, and visual media, as configured to company policy. Search and retrieve information at organizational, group, and user levels, as well as by date, time, and location.

"The indoor location of personnel and equipment assets is a vital piece of the puzzle for many mobile business-critical applications. The Orion Voice Platform addresses this challenge by deploying the comprehensive Polaris 3D location toolkit with APIs, providing proven location technology."

— Ramon Llamas,
Research Director, IDC

"Before, I was juggling three phones and constantly moving between my computer, my phone, and tablet. I was overwhelmed. Now, Orion has made everyone on my team more effective by putting us in the right place at the right time."

— Dispatcher, Aviation Services Company that provides field services for multiple global airlines at over 75 airports

"Greater Boston Area residents depend on MBTA's The RIDE to access essential services. Transdev chose Orion's dispatch and cloud communication platform to ensure reliable public transportation and to protect the health of our customers and our contractor's employees."

— Jim Nihan, Manager of Paratransit Operations, MBTA
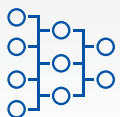
NEXT-GENERATION TECHNOLOGY

Create a Path to Innovation and Digital Transformation

Orion helps you create your connected workforce by incorporating frontline workers in an integrated, agile, and responsive enterprise — ultimately culminating in the digital transformation of your entire company.
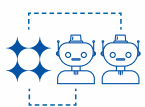
VOICE BOTS

Orion Voice Bots participate in talk groups and perform tasks, respond to queries, and have agency. The always-on bots listen and respond to commands, events, and actions automatically or manually. Discover prepackaged bots or create new bots.

WORFKLOW ABSTRACTION LAYER

Orion's abstraction layer turns voice, messages, and associated metadata into a substantial amount of events and signals that can be leveraged throughout your organization and integrated with your systems of record. Utilize Orion's workflow library or abstraction layer to build workflows that can be triggered in multiple ways, including geofence breaks, voice commands, and Internet of Things (IoT) connected machines.

OPEN PLATFORM AND SDK

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

451 Research   S&P Global

"The need to provide a safe environment will make the use of voice and contactless interfaces more compelling, driving workplace adoption of voice user interfaces, intelligent assistants, and biometric authentication. Vendors such as Orion Labs are using voice user interfaces and real-time communications to enable the digital experience for the frontline workforce."

— Raúl Castañón-Martínez, Senior Analyst, 451 Research

"Our resort hotels provide premium accommodations to over a million guests every year, and we seek solutions that maximize guest satisfaction. The Orion Platform enables our hospitality teams to provide a high level of service for our guests and operate at peak efficiency."

— Executive Director of Hospitality, Major Gaming and Hospitality Company

Orion transforms the way you work and becomes your voice operations system of record.

RELENTLESS INNOVATION

Enabling Digital Transformation and Unprecedented Business Value for the Deskless Workforce

Orion's dedication to relentless innovation takes deskless workforces well beyond standard real-time collaboration and operational control. Empower and connect your deskless workforce with these innovative offerings from Orion.

PROCESS AUTOMATION

Automate urgent, dynamic, and standard processes and procedures and enable your employees to focus on higher-value tasks in the safest way possible. Optimize operations and reduce costs, and ensure existing protocols are followed.

INTELLIGENCE AMPLIFICATION

Connect your deskless workers to your digital organization to amplify their abilities. Equip them with real-time access to subject matter experts (SMEs) and systems like inventory, manuals, and best-practice guides.

ANALYTICS

Utilize substantial metadata, including user, team, location, time, sensor data, proximity, activity, and voice to produce predictive analytics for better decision-making. Conduct pattern analysis and detect anomalies to uncover opportunities for optimization and instituting best-practices.

Develop and utilize voice-activated checklists, standard operating procedures (SOPs), and compliance forms.

Use voice, location, and context for situational intelligence to respond to emergencies, location breaches, lone worker situations, and other incidents.

"Our resort is the premier gaming and entertainment location in the Four Corners region, and we select solutions that help us operate at peak efficiency. We chose Orion to help us provide exceptional service to our guests."

— General Manager, Major Casino and Resort

"By unlocking digital collaboration for deskless workers, Orion both modernizes current communication and addresses three emerging innovation trends from leading manufacturers: automation, intelligence amplification, and analytics."

— Laura Davis, Manufacturing Technology Insights

THE INDUSTRIES WE SUPPORT
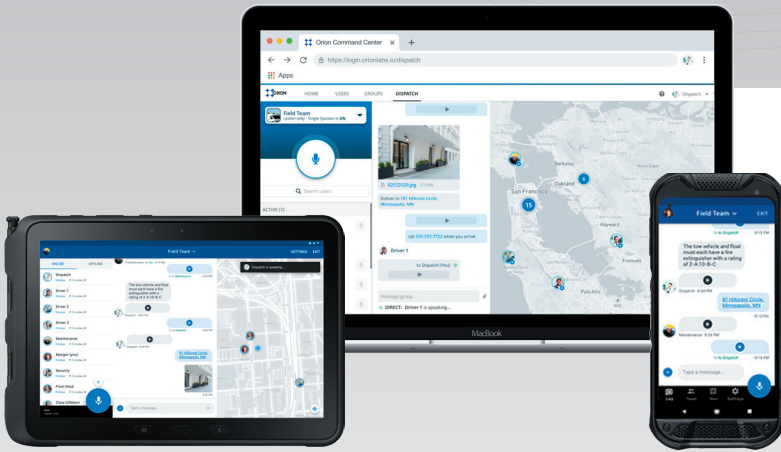## Built for Deskless Workforces at Leading Digital Enterprises

We support the following industries:

- Transportation
- Security
- Retail
- Facilities Management
- Hospitality
- Health Care
- **And More!**
- Manufacturing
- Gaming & Casino
- Energy & Mining
- Field Services

We have 28 patents that support and protect our award-winning solutions.
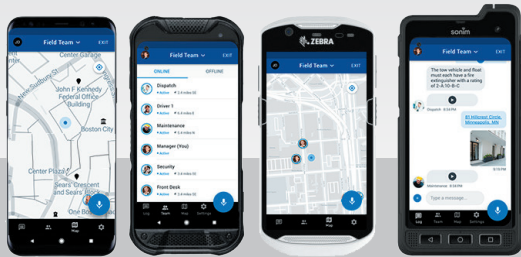
COMMUNICATE ON ANY DEVICE. ANY ACCESSORY.
Support the Breadth of Devices Your Workforce Requires

AWARD-WINNING INTERFACE ON MOBILE, TABLET, AND BROWSER

Orion supports a wide range of devices, including but not limited to: all modern Android and iOS smartphones, tablets, ruggedized devices, and laptop and desktop browsers.

ORION DEVICE AS A SERVICE

Orion can supply devices, connectivity, and support along with the Orion Platform.

ADD ORION ONYX WEARABLES

Pair the award-winning Onyx wearable to your employees' smart devices and talk securely at the push of a button.

CONNECT THE RIGHT ACCESSORIES

Explore a range of earpieces, microphones, and charging stations for use with Orion.
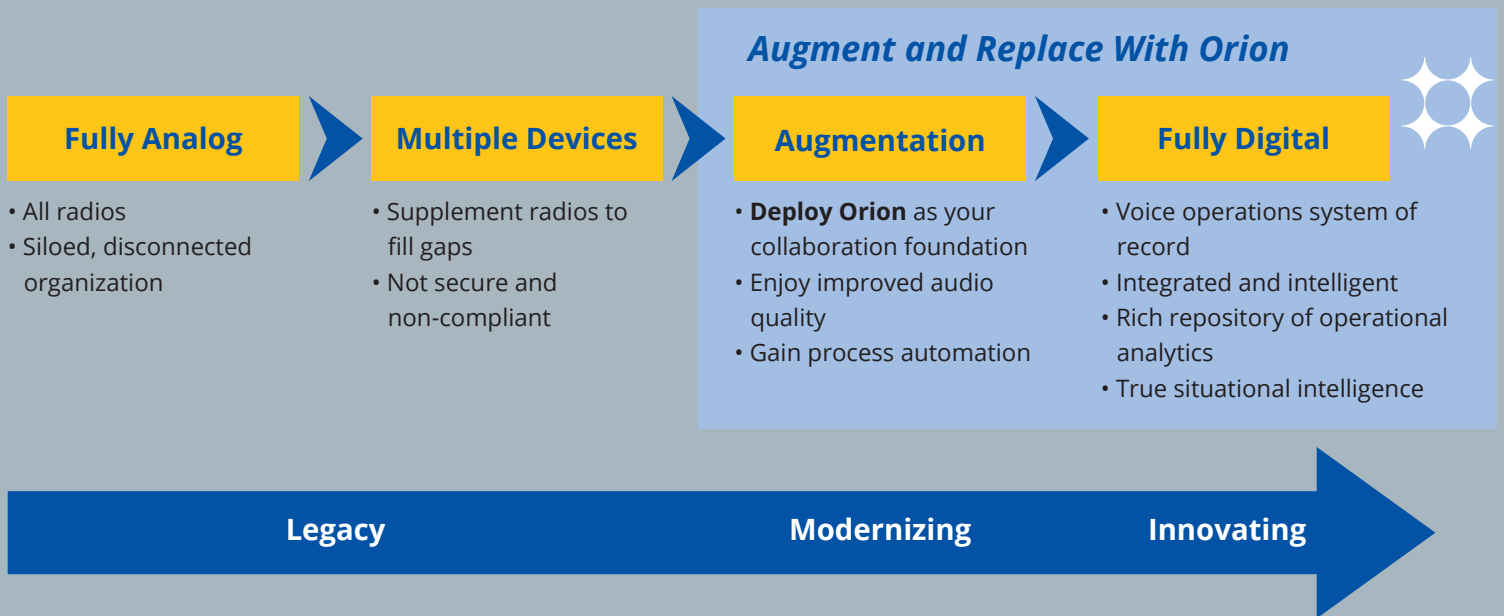
INTEROPERATE BETWEEN RADIO USERS AND ORION GROUPS

Connect your radio users to your modern collaboration software.

THE ORION EXPERIENCE
Connect Your Deskless Workforce at Any Point on Their Journey

Augment or replace your communication solution on your digital transformation journey.

THE DIGITAL TRANSFORMATION JOURNEY

Augment and Replace With Orion

Fully Analog
- All radios
- Siloed, disconnected organization

Multiple Devices
- Supplement radios to fill gaps
- Not secure and non-compliant

Augmentation
- **Deploy Orion** as your collaboration foundation
- Enjoy improved audio quality
- Gain process automation

Fully Digital
- Voice operations system of record
- Integrated and intelligent
- Rich repository of operational analytics
- True situational intelligence

Legacy   **Modernizing**   **Innovating**

Deployment Options

Deploy Orion's platform using any method that best fits your business needs and requirements.

Public

Private SaaS
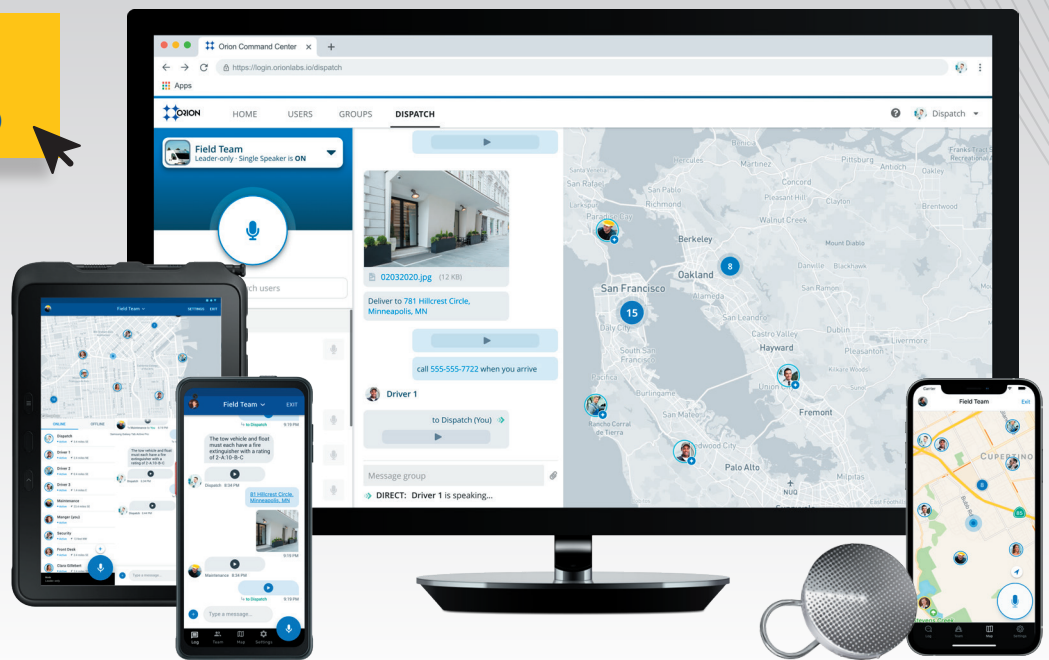*(e.g., Self-Hosted, Microsoft Azure, Google Cloud Platform (GCP))*

On-Premise
(Including Air-Gapped)

Orion connects your deskless workforce to the rest of your digital enterprise with an instantly deployable, secure collaboration platform.

CONNECT YOUR DESKLESS WORKFORCE TODAY

Orion pioneered the voice-first intelligent collaboration platform so you could empower your deskless workers and create a connected workforce.

Contact Us
www.orionlabs.io

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 28 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.**