

Increase Efficiency. Manage Margins.

21st Century Integrated Communications

Presenter

10/6/2014



This document describes a new, integrated approach to voice and data communications for the Retail industry that provides technological leading-edge capabilities in the Store and in the Field.

Handle business fast and cut costs.

Retailers and wholesalers are faced with a number of challenges due to highly fluctuating economic cycles, globalization of goods, and intense competition to win customer loyalty. In order to improve productivity, retain customers, and grow margins, many retail and wholesale executives are investing in mobile communications solutions that provide them with instant access to people and information. Whether it's tracking down a delivery, launching the latest fashions, or obtaining inventory updates during peak selling times – access to real-time, integrated communications is essential to managing margins – by keeping merchandise moving through the supply chain and into customer's hands.

Instant Gratification

For the retail and wholesale industry – communicating fast and efficiently is critical for maximizing business productivity and ensuring customer satisfaction. Need an immediate response on customer order status or the exact time a shipment is scheduled for delivery? KG Comm-powered PTT delivers reliable, patented sub-second call set-up performance so users can select a contact or group name, push the talk button, and begin speaking instantly to resolve business issues. Need to communicate with your manufacturer, wholesaler, and shipper – who are dispersed throughout factories, offices, and transportation vehicles? KG Comm-powered PTT works across the latest cellular networks (including 4G LTE, 4G HSPA+, and 3G) and Wi-Fi – ensuring coverage and real-time connectivity in both indoor and outdoor settings.

More for Your Money

The ability to effectively manage the distribution and selling of goods is essential for the retail and wholesale sector, yet much of the infrastructure is outdated with fragmented, legacy voice and data communications systems including PBX/Centrex, intercom/paging, and two-way radio systems. KG Comm-powered PTT delivers a complete communications solution by integrating instant voice calling, group communications, regular voice, broadband data, productivity applications, and administrative processes – all onto a single robust mobile platform. KG Comm-powered PTT runs on a broad range of mobile handsets and a Windows PC so that all business functions are able to seamlessly communicate using the same infrastructure, efficiently and cost-effectively.

Customer Service



Driving and increasing customer loyalty is a major priority for the retail and wholesale industry because of its distinct competitive advantage.

For customer service personnel, having instant access to customer order and inventory information can be crucial to quickly resolving issues. With KG Comm-powered PTT, customer service personnel can use the latest smart, rugged, or low-cost feature phones for PTT, cellular voice, and mobile data applications to instantly communicate information and deliver a high-quality customer experience.



Stocking, Shipping & Receiving



Wholesaling merchandise requires both warehouse storage and delivery of goods to numerous retail locations.

Communicating across the warehouse floor regarding stocking, shipping, and delivery requests is often a major challenge for storeroom workers, pallet loaders, and drivers – especially under extreme noise conditions. KG Comm PTT supports a broad range of mobile accessories designed for loud, industrial environments, including hands-free, noise-canceling, and enhanced audio headsets, earpieces, and remote speaker microphones.



Shift Supervisors



For shift supervisors managing inventory stocking, customer service, and shipping/receiving workers, having the ability to quickly communicate with individuals and groups is essential for managing costs and improving operational efficiency.

Being able to seamlessly communicate across the floor and throughout the supply chain requires immediate access to contacts and talk groups to help identify and resolve issues quickly. KG Comm-powered PTT provides a centrally administered address book that supports up to 1,300 contacts and 130 groups, with up to 250 members per group.



Managers/Dept. Heads



Maximizing employee productivity and safety is essential for store managers, supervisors, and department heads that oversee retail operations across multiple locations.

Being able to communicate instantly regarding inventory status and to resolve customer issues can dramatically increase revenue and improve customer satisfaction. KG Comm-powered PTT offers supervisory override, which gives talker priority to store managers and supervisors, which is essential for managing business-critical and emergency situations.



Executives



Retail and wholesale executives require efficient communications to ensure overall workforce optimization, safety, and productivity.

With KG Comm-powered PTT, executives can easily leverage a single smartphone that provides PTT functionality, interoperates with two-way radios, and enables mobile access to broadband data and business applications to seamlessly communicate with employees at all levels and in different locations.



KG Comm-powered PTT for Every Role

