Real Time Business Critical Messaging

Our voice, data & messaging mobility solutions enable staff to connect remotely with the resources and people they need in their daily work.

Solutions do more than let you talk

They integrate with telephone and business systems to deliver a host of workflow services to staff anywhere. Services can include

- Task and workflow management
- Lone worker and personal safety
- Machine and alarm monitoring
- Stock and asset management
- Access management
- CCTV monitoring
- Information access

Benefits in every business

Retail  Hospitality  Education  Healthcare  Industry
The Benefits

Focused on helping staff do their work more effectively our messaging solutions deliver tangible benefits.

Productivity & efficiencies

Task and workflow management - Priority tasks and emergency work are scheduled immediately. Pre-fire alarms, door alarms, arrivals and VIP services are managed by messaging.

Process management - Machine-to-Machine services can be delivered around a site. Solutions can be used to monitor and control BMS and HVAC solutions, and can link into plant or SCADA solutions.

Staff efficiency - Staff remain in touch by voice or messages or in some deployments access data such as prices, stock levels or video camera images whilst on the move.

Productivity - With a range of handsets designed for demanding environments, staff in all parts of the organisation can be provided with the tools and information to do their jobs.

Revenue & costs

Increased revenue - Instant communication with appropriate personal mean faster customer response times resulting in a better service and the likelihood of repeat business and the potential for increasing the sale of added services.

Reduced asset management costs - ICON solutions have lower TCO than some solutions. Also because you are not tied to a telephone vendor you have freedom to choose which services to buy. Handsets are designed to be tough so there is less likelihood of expensive replacement costs due to handsets being damage when used in demanding environments. And when asset protection solutions are used operating costs are more controllable.

Protection & security

Safety and security – Lone worker and location services help manage staff resource. Personal safety alarm features warn when staff are threatened or need assistance

Asset protection - Loss of assets through carelessness, oversight or theft will increase operating costs. With alarms and alerts, monitoring and protecting stockrooms, freezers, liquor stores, and entry & exit doors means asset protection is assured and operating costs better managed.

People management

Quicker response to enquiries & VIPs - Customer service calls are directed quickly to the appropriate person. Silent call buttons summon staff to attend a special customer.

Panic /Call buttons - In public areas, such as bars, restaurants, shop floors, classrooms and concourses, silent call buttons alert staff to the need for assistance.

Visitor management - Pre-alarms alert staff to confirm safety threats such as fires before the general evacuation alarm is set. In addition pre-alarms can alert staff of impending problems such as system malfunction, overcrowding or queuing.
Features

Depending on the deployment options chosen a real time messaging solution from ICON will provide voice, messaging, data, and security & safety features and provide a choice of handsets to suit roles in all parts of the organisation.

Voice

On-site voice mobility communications are provided as a given and can be provisioned in outlying buildings and open areas. Full service telephone features are available depending on the legacy telephone system.

Messaging

Handset to handset messaging is provisioned as well as messaging/alerts from alarms and other business systems. Alerts and messaging can be escalated until the message is serviced. One-to-one, group, or mass messaging is available.

Data

On WiFi deployments data access can be provisioned enabling staff to access databases, browser services or view networked CCTV images.

Security & safety

Panic/ emergency alarms are built into some handsets ready for integration with man-down and emergency solutions. Location solutions are available for use with selected handsets.

Handset choice

Handsets are designed and built for use in the workplace and styles and options range from handsets appropriate for reception or office use to those designed to withstand rugged use in maintenance or manufacturing areas. The range of handsets available, means that each department can be equipped with a handset designed for purpose.

Rugged & wipe clean handsets are available
Deployment options

ICON real time messaging solutions are tailored to the organisation but are deployed using components from global providers who are specialists and leaders in their field.

In this way the organisation benefits from the cost and technology advantage of handsets and infrastructure which are widely available and is not incumbered with a solution which uses dedicated proprietary equipment.

Solutions are deployed using Spectralink handsets linked with an Amcom Fusion critical alerting solution or a BlueSky Wireless real time messaging solution. The choice of equipment depends upon the required features and performance.

Compatibility

All the equipment links with common IP-PBX solutions. In addition, the Spectralink handsets and infrastructure is the only solution approved by Microsoft for direct connection to MS Lync.

Upgrades

A solution using Spectralink, Amcom Fusion, or BlueSky Wireless solutions is a safe upgrade or replacement path for a legacy depreciated solution. Because the solution is communications platform agnostic it can be added to the organisations existing communications platform at any time.

Handsets and infrastructure will not need to be replaced when the telephone system is upgraded.

BlueSky Wireless Real Time Messaging Solution

Solutions which connect equipment and processes to people, in order to improve the communications, service levels, safety and efficiencies within a business.

Fusion Critical Alerting Solution

Solutions which connect information from third-party systems to mobile staff using wireless communication devices.

Spectralink mobility solutions

Handsets and infrastructure for on-site enterprise-grade mobile voice and messaging.

Extricom Wi-Fi mobility infrastructure

The infrastructure for Voice over Wi-Fi (VoWLAN) and other new generation applications such as location services, multimedia communications, and high bandwidth “access anywhere” data connectivity.

Nomadix Guest Access

Solutions that make mobile computing and public internet access easy.

Contact us

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