

VoIP Unified Communications Solution



Delivering Voice and Data to the Right People at the Right Time.

High customer expectations and fierce industry competition are forcing businesses to communicate more effectively – and at Internet speed. Writing down a stock number on a note pad and going to the back room to look for the item while the customer waits is a slow process that is fraught with errors, and is not satisfactory in today's business environment.

To remain competitive, businesses need voice and data solutions that can deliver immediate access to communications tools and information, whether the employee is in the warehouse, on the shop floor or in a retail environment.

Introducing Cisco Voice over IP Unified Communications

Cisco VoIP Unified Communications deliver this instant communication, integrating voice, video, data, and wireless communications into a single, comprehensive business solution that allows on-demand sharing and updating of company information across all venues. And to make things easy for users, the converged voice and data technologies share one network solution that features simplified products, applications, and management tools.

VoIP Unified Communications or PBX?

What's a communications solution if it is not flexible enough to expand and change easily and cost-effectively? Private branch exchange (PBX) installation and upgrades can be costly and frustrating for organizations that are expanding or moving

to new office space. Businesses that are growing geographically must often support several branch offices, where traditional PBX installations and toll charges can prove to be expensive.

Cisco VoIP Unified Communications solutions provide flexible scalability to support businesses as they continue to evolve and a network foundation that easily accommodates new services – such as instant messaging and call forwarding to support business growth.

VoIP Unified Communications and Intermec – Rugged and Ready

Long known for its rugged mobile computers, Intermec now supplies ruggedized devices that operate as mobile clients within Cisco VoIP Unified Communications environments. For users, this means more business-critical applications – voice mail, inventory management, time and attendance – are available to device users working in environments too tough for a standard PDA, such as the retail warehouse, a manufacturing floor, even on the fleet truck's delivery route.

Intermec handheld computers also work as IP phones within Cisco VoIP Unified Communications systems and can be managed just like any other network device, making it easy to perform telephone moves, adds, and changes using minimal staff, and reducing network administration expenses.



A VoIP Unified Communications System At Work

- Combining a Cisco VoIP Unified Communications system with Intermec handheld computers makes for instant, accurate exchanges of vital information, when and where your business needs them. Here is just one example of how a VoIP system can open the lines of communication throughout your business:
- A retail manager equipped with an Intermec CN3 notices a shortage of a “special sale” item on the shelves. He uses the CN3 to check inventory and sees that there are none in the back room, but a shipment is en route from the retailer’s distribution center. He sets an alert for the CN3 to notify him when the shipment arrives.
- Later in the day, when an RFID-equipped pallet loaded with the item is read at the dock door, the manager receives an alert on his CN3. He calls the stock room attendant with the push of a button.
- The attendant answers via her CN3, receives instructions to bring the item to the front of the store and stock them immediately.
- Meanwhile, the receiving clerk uses his CN3 to send a message to the company’s ERP system, accepting the items into inventory.

The Benefits

For starters, the simplicity and efficiency of Cisco VoIP Unified Communications lowers operating costs, increases customer satisfaction, and optimizes business productivity. Here are more benefits to the solution:

- Enables companies to quickly reduce their total cost of network ownership by consolidating their voice and data systems to a converged IP network and allowing customers to integrate with critical business applications such as Microsoft CRM and Microsoft Outlook.
- Using a single network for all communications reduces monthly toll and leased-line charges, consolidates separate maintenance contracts for voice and data systems, and simplifies cabling and wiring requirements.
- Improves operational efficiency with communications services like IP call handling and unified messaging. A recent study by The Radicati Group, Inc., a research firm in Palo Alto, California, estimates that unified messaging generates 25 to 40 minutes per day of additional productivity per employee. Since VoIP Unified Communications provide support for wireless and mobile workforces, staff can stay connected and productive, regardless of location. Employees can spend more time with customers or managing business.

- Combines separate data and voice networks into one IP infrastructure, allowing companies to simplify operations as they build additional value into their networks. Companies can merge previously disparate support and administrative staffs for voice and data networks and redirect assets toward strategic core business investments.
- With a VoIP Communications solution, companies can support innovative XML and business applications, helping to ensure content integration with back-end database systems for sales and marketing, new service creation, and finance, legal, and technology operations.

About Intermec

Intermec Inc. (NYSE:IN) develops, manufactures and integrates technologies that identify, track and manage supply chain assets. Core technologies include RFID, mobile computing and data collection systems, bar code printers and label media. The company’s products and services are used by customers in many industries worldwide to improve the productivity, quality and responsiveness of business operations. For more information about Intermec, visit www.intermec.com or call 800-347-2636.

North America

Corporate Headquarters

6001 36th Avenue West
Everett, Washington 98203
Phone: (425) 348-2600
Fax: (425) 355-9551

South America & Mexico Headquarters Office

Newport Beach, California
Phone: (949) 955-0785
Fax: (949) 756-8782

Europe/Middle East &

Africa Headquarters Office

Reading, United Kingdom
Phone: +44 118 923 0800
Fax: +44 118 923 0801

Asia Pacific

Headquarters Office
Singapore
Phone: +65 6303 2100
Fax: +65 6303 2199

Internet

www.intermec.com
Worldwide Locations:
www.intermec.com/locations

Sales

Toll Free NA: (800) 934-3163
Toll in NA : (425) 348-2726
Freephone ROW: 00 800 4488 8844
Toll ROW : +44 134 435 0296

OEM Sales

Phone: (425) 348-2762

Media Sales

Phone: (513) 874-5882

Customer Service and Support

Toll Free NA: (800) 755-5505
Toll in NA : (425) 356-1799

Copyright © 2007 Intermec Technologies Corporation. All rights reserved. Intermec is a registered trademark of Intermec Technologies Corporation. All other trademarks are the property of their respective owners. Printed in the U.S.A. 05/07

In a continuing effort to improve our products, Intermec Technologies Corporation reserves the right to change specifications and features without prior notice.

