

Working Smarter in a UC World

How the rugged Spectralink Versity 95 smartphone bridges the communication gap in a dispersed, demanding warehouse environment.



At Jenne, Inc., the Versity 95 enterprise smartphone has bridged the communication gap within teams, between departments, and with customers and vendors, allowing their warehouse Logistics team to stay connected and responsive while working the floor, providing true convenience. Versity 95's ruggedness, portability, large screen size, scanner, superior voice quality, email access, and UC integration have made it the perfect device for this demanding warehouse environment.

From Obsolete Tech to Leading UC Solutions

As a distributor, Jenne has many different teams and departments that need to stay connected to serve their customers efficiently and on time. For the warehouse team, single-use technology solutions such as intercoms and walkie-talkies were being used, but communication and collaboration was halted and inefficient. Logistics team members had to go back to desk stations to answer requests from sales, customers, and other parts of the organization via computers or landlines, wasting valuable time, and impacting responsiveness. The Covid-19 pandemic changed the whole collaboration landscape, dramatically speeding up the adoption of UC technology. And, because the Logistics team needed to remain on-site to fulfill orders, it became imperative that they have access to the same UC tools in a mobile form factor to connect them with their remote teammates as well as with each other across the warehouse quickly and effectively through video, file sharing, and voice and text capabilities.

“You need to put smart devices in the hands of your people if you want them working smarter.

– Vince Piccolomini, Jenne's VP of Operations and Alliances

Industry

Manufacturing/Distribution

Overview

The Covid-19 pandemic dramatically accelerated the need for UC-enabled communication tools across Jenne. The warehouse Logistics team needed access to the same UC solutions for voice and video calls, texting, file sharing, and email while on the floor that their colleagues were able to access from laptops to be able to communicate in real-time at the pace the business demanded. And, they needed their solution to be rugged enough to withstand a demanding warehouse environment.

Solution

- 8 Versity 9553 handsets with more to follow to equip the 30-person team

Benefits

- Replaces obsolete single-function technology with an all-in-one phone/camera/scanner/mobile computer
- Connects the Logistics team to each other in their dispersed space as well as to other Jenne teams and vendors/customers
- Convenience of having all Teams files the rest of the company uses available right in hand

Choosing the Right Solution

As a leading distributor in the mobile technology space, Jenne had a lot of choices when it came to choosing a mobility solution for its own 30-person warehouse-based Logistics team. They needed this new solution to connect the entire Jenne team, customers, and key stakeholders to the Logistics team while enabling the Logistics team to respond to messages without having to go back to a computer or phone station. With Spectralink's reputation for best-in-class voice quality across distributed spaces and our leading integration with premier UC partners such as Zoom, MS Teams, and Ring Central, the Spectralink Versity 95 premium smartphone was the easy choice.

With its large touch screen perfect for seeing barcodes, file sharing, video chats, and accessing information, plus its Push-to-Talk, voice, and texting functionality, and integration with the same UC collaboration tools the rest of the Jenne team was using, Versity 95 was the all-around right solution for the Logistics team. The lightweight, rugged device is easy to use and carry, and it is nearly indestructible, making it perfect for demanding warehouse environments like Jenne's.

Versity 95 in Action

Since replacing the one-function intercom or cordless phone with an all-in-one smart solution, Logistics team members have become much more efficient. And, it was an easy learning curve to figure out the phones, “[we] loaded the apps on day one,” says Logistics Operations Manager Jonathan Bish, “[and] once they were able to sign in, we were good to go.” Even the basic calling function has been a time saver for the Logistics team. Previously, in order to call anyone, a teammate had to find a printed list of extensions and dial the recipient manually. With the Contacts feature of the Versity 95, calling is now simple and reliable.

The most-used application by the Logistics team is MS Outlook. The team receives a lot of business-critical and time-sensitive emails regarding products and orders. Before Versity 95, they would have to go back and forth between the floor and their computer stations often. Now, they can access the emails on their Versity smartphones with the products in front of them, saving time.

UC integration on the Versity 95 devices such as Avaya ACO, Zoom and MS Teams enables video or image sharing for things like damage inspection or showing what's going on with a product, or discussing a customer order, making it the ultimate tool to extend collaboration down through their team. Zoom has also been used to give virtual warehouse tours to vendors or employee candidates. Plus, the Versity 95 allows users to multi-task, so they can communicate from anywhere while still scanning, picking or receiving products.

MS Teams on the Versity 95 allows the Logistics team access to the same Teams channels as everyone else in the company, and all of the information they would have previously had to access back at their computers is available right on their phones. For example, there is a “Returns” channel for anything that gets returned, and Logistics can access and input information right from the floor that anyone else in that channel can see, helping with speed and accuracy.



“In this line of work, [the Versity 95] gets dropped from heights...we have not had any issues with any anything breaking. I've heard a phone hit, and I've been worried it was my personal phone, and I see it's [the Versity], and I know it's okay.

– Jonathan Bish, Logistics Operations Manager



The Receiving team in the warehouse also has a dedicated Versity 95 device used just for taking pictures as shipments arrive. They can document damage or skids that weren't wrapped right and take photos as they are unwrapping a shipment, allowing them to document in real-time.

Progress Since Implementation

Versity 95 has drastically reduced the distance between the Logistics team themselves as well as with the rest of the company, and it has made the entire organization more agile. In fact, with these UC-enabled devices always in hand, the Logistics team is probably the fastest to respond out of anyone. In a distribution environment where time is money, this efficiency is paramount. And, while originally intended for the Logistics managers, Jenne intends to increase the number of devices to ensure that all Logistics members have access to a fast and efficient UC-enabled communications tool.



About Jenne

Jenne, Inc is a leading US distributor of UC and collaboration-focused technology solutions. Founded in 1986 and based in Avon, Ohio, Jenne provides a broad selection of products and solutions to agents, resellers, integrators, and service providers. Jenne has been a trusted and valued distributor of Spectralink products since 2013.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

spectralink.com
info@spectralink.com
+1 800-775-5330 North America
+45 7560 2850 EMEA