



UNIFIED COMMUNICATIONS FOR FRONT-LINE WORKERS | RETAIL

Retail is a challenging scenario for corporate communications. Quobis solved it.

Mobility, limited access to computers, short term jobs and high workers rotation, lack of time for worker onboarding process, increasing complexing of stock managing and sales (integration of e-commerce and local sales, stock distributed on different warehouses or showrooms), the need to communicate with other peers from different locations, clients or external workers frequently... All of these handicaps can be mitigated with effective real-time-communications tools embedded in mobile devices like tablets, smartphones or smartwatches.

Quobis' customer base includes a large European fashion retailer that uses Sippo collaborator to extend the UC network to front-line workers, i.e. those dealing directly with customers in the store, using Apple iPod or any other SIM-less devices connected to store's WLAN.

Benefits of Quobis UC solution for field workers.

Productivity

- Access work-critical information quickly and efficiently.
- Customer care efficacy.
- Real-time communications with peers.

Cost savings

- SIM-less devices compatible (WiFi based communications)
- Interoperates with preexisting traditional or VoIP communications infrastructure or could be used as a standalone solution.
- Low hardware requirements: compatible with most mobile devices.

Scalable and reliable

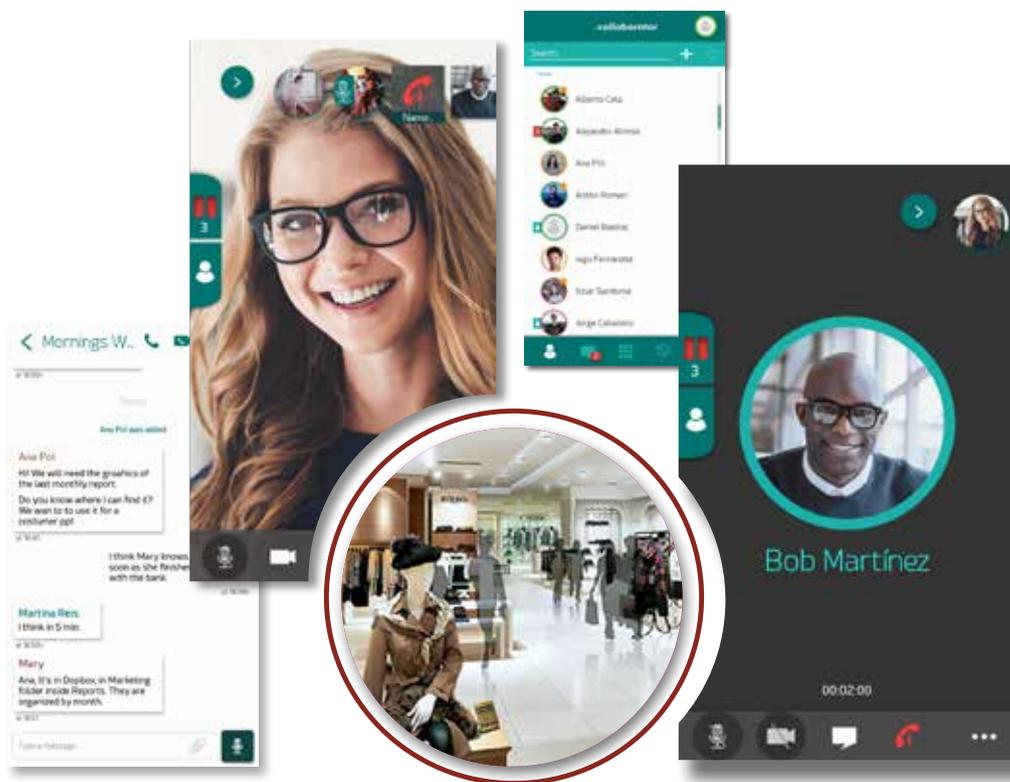
- Sippo 4.0 carrier-class WebRTC enabled technology.
- Supports communications over W-LAN.
- Supports HA and load balancing.
- Tailored on-premise delivered platform. Sippo 4.0 is delivered as on-premise platform, that could be installed into physical corporate data centers or runs over private branches of popular cloud services (AWS, Azure...).

Employee Experience:

- Agile worker on-boarding.
- Compatible with BYOD strategies, maintaining personal and professional communications separated.
- Friendly UX, similar to best in class consumer apps.

Enterprise security compliance.

- On-premise. Everything happens inside corporate infrastructure, inheriting security policies .
- Support for different authentication methods.
- Enterprise security policies compliance.
- GDPR ready.



Key features

Native IOS and Android

for a faster and more responsive UX, including offline mode.

Multimodal messaging

video, voice and text

Limitless conferencing

From one to one to many-to-many communications. Invite external users by sharing a link, to enjoy conference from any web browser.

File sharing

Corporate directory compatibility

Whitelabel interface

Customizable look and feel to generate brand consistency in any channel.

Communication management

Granular communications management of user policies management, groups management and user activity monitoring

Quobis develops applications based on WebRTC for telcos, vendors and service providers. WebRTC is a technology that enables web browsers with the possibility to make voice and video calls from any device.

Sippo is the name of a WebRTC product family authored by Quobis that helps service providers to adopt new cases based on real-time communications.