

One-sized vs. specialized: a guide to frontline technology

Your frontline workers are the face of your company, the architects of customer interaction and the conductors of vital operations. Yet, it's surprising how many enterprises continue to inhibit these crucial players with standard technology solutions.

Take your business operations up a notch by rethinking this approach. Explore this guide to elevate your frontline workforce technology from one-sized to specialized.

One size fits all



Crack collaboration conundrums

Rely on manual paper-based communications for frontline workers or provide access to standard communication and collaboration apps, such as email and instant chat, for information sharing, engaging with company-wide news and sending feedback to management.



Deliver devices with diligence

Provide all employees with access to standard endpoints, such as a PC, shared tablet or communal kiosk, and legacy phone system, via multiple vendor partners, service integrators and hardware sellers amid continuous cash flow constraints.



Remedy reporting and resolution

Require frontline workers to log customer queries, resolve disputes and report safety issues via a shared non-portable device beyond their immediate reach, such as a stationary kiosk or shared tablet.



Assure accuracy with automation

Forego a designated digital workflow or system for employees to deliver notes to the incoming shift regarding unfinished tasks, changing priorities or new instructions, increasing the risk of errors.



Tackle training tribulations

Deliver on-site training as part of the initial frontline workforce onboarding process, and disseminate training documentation using paper- or email-based communications for future reference.

Specialized frontline focus

Equip your frontline workers with tailored tools and technologies such as wearable devices, personal tablets and Microsoft Teams Walkie Talkie. Enable people to securely and instantly communicate, collaborate and access real-time data from anywhere in the field without impacting work progress.

Optimize cash flow with flexible device financing, persona-driven demand forecasting and a predictable cost model that enables you to identify, procure and scale the correct combination of devices for your frontline workforce.

Empower frontline employees to quickly report and resolve issues using personal mobile devices equipped with line-of-business applications for a better customer experience.

Adopt automated workflows to seamlessly transfer outstanding tasks and critical information to the next shift worker. Or, populate meetings and tasks based on a worker's persona to maintain accuracy, prevent errors and maximize uptime.

Offer virtual training in addition to on-site sessions to onboard frontline workers; provide access to a digital repository of role- and department-specific training and compliance resources; and automate mobile notifications of new materials or upcoming training opportunities.

Amplify frontline worker output with specialized technology

A tailored solution can power frontline worker productivity.

See how Unisys can help.