



Fuze for Manufacturing

A modern communication experience for agile businesses

The Intersection of Industry 4.0 & Unified Communications

Manufacturing is constantly evolving. With the advent of Industry 4.0, it is imperative to maintain a competitive edge by introducing new technology to better streamline the operations of your organization. Companies must adopt new, integrated technology to make better use of information, and eliminate inefficiencies caused by gaps or redundancies of systems.

Maintaining business continuity, reducing operational costs, ensuring employee safety, and the ability to scale operations are at the core of success in today's global markets. And, ultimately, efficient management of supply chains is of the utmost importance. To maximize output and reduce waste, companies must stay in constant communication with customers, suppliers, distributors, field workers, and corporate employees. According to COVID-19 Impact on IT Spending Survey, IDC, April 2020, the top focus of manufacturing organizations is "connecting organizations and individuals seamlessly regardless of their location, situation, or context."

To be a tightly integrated and agile business, a centralized, modern communications platform should be at the heart of your organizational and technical strategy. Together, Fuze and the changes implemented as part of Industry 4.0 can help your organization to:



Increase the efficiency of your workers both on the floor and on the road with an easy-to-use, always-connected mobile app, and of those working in corporate by embedding Fuze into their daily workflows and systems



Improve customer service with a contact center that is integrated with a centralized platform for calling, messaging, and meetings, and intuitive and customizable workflows



Ensure the safety of your employees by providing them with the tools for flexible work during a pandemic, guaranteeing connectivity for emergencies if an injury occurs in a warehouse, or providing emergency alarms and man-down solutions



Streamline collaboration and approvals for R&D using Fuze Meetings to screen share, mark-up content, and upload HD videos and images for review

Fuze for Manufacturing

With a single app for calling, meetings, messaging, and contact center, your employees can stay productive and connected whether they are in the office, at home, in the factory, or on the road. Fuze supports your entire organization -- from your field workers, to your call center, to your design engineers, and everyone in between.

Building on experience deploying and partnering with global, large enterprises, such as FMC, FLSmidth, SAS International, and more, Fuze for Manufacturing provides organizations with a tailored solution to meet the specific business needs of the industry. The solution includes

international calling, contact center, audio & video meetings, customized integrations, network monitoring, fax-to-email, and metric-driven analytics.

Additionally, Fuze has curated a tailored strategy for the deployment of enterprise manufacturing companies. Fuze plans, designs, and deploys our solution at corporate headquarters, regional or home offices, mobile solutions, and warehouse and factories, all while keeping the distinct nuances of manufacturing in mind, such as configurations for multi-base DECT systems, SIP-based paging, SIP-based emergency alarms, as well as analog lines and devices.



“ With Fuze we have found a solution that will simplify our global infrastructure, bringing all our communications requirements into a single platform, allowing us to eliminate legacy technology, better support our customers and, critically, drive significant cost out of the business.”

Geir-Tore Botten,
Global Infrastructure
Manager, FLSmidth

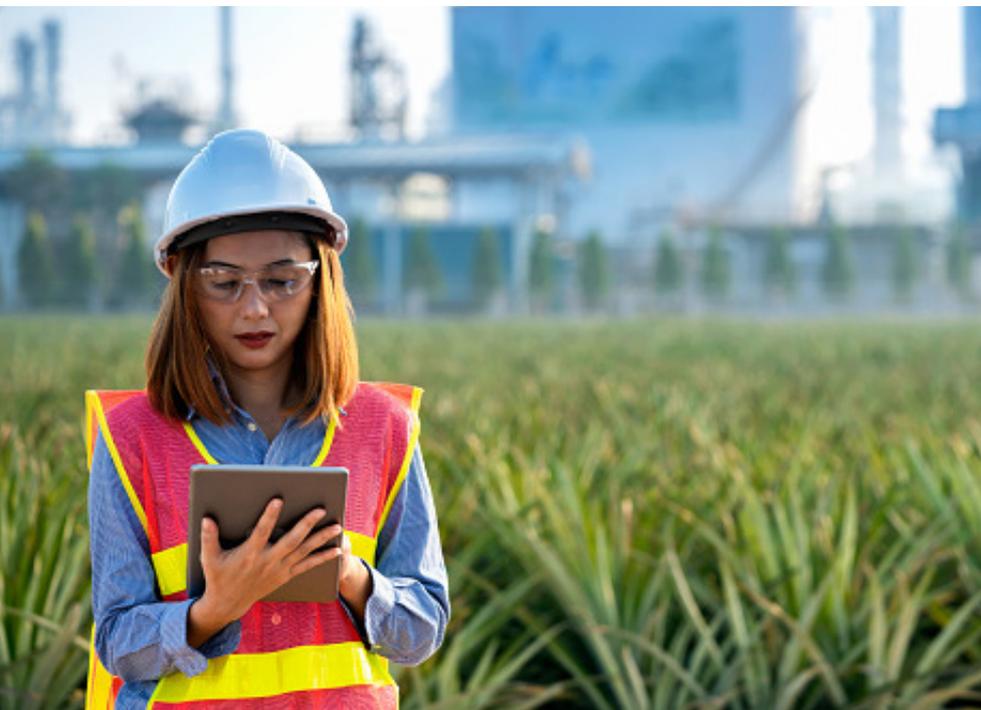




Fuze for Manufacturing Licenses & Services

	Manufacturing Essentials	Manufacturing Contact Center
Calling	International	International
Meeting	Up to 1000 participants	Up to 1000 participants
Messaging	Included	Included
Contact Center		Included
Fuze Discover	Up to 10 licenses	Up to 10 licenses
Real-time Network Monitoring	1 per location	1 per location
Integrations	Salesforce, ServiceNow	Salesforce, ServiceNow
Fax-to-email	Included	Included
Services*	Warehouse/Factory Site Design (Small, Medium, Large Facilities), Site Discovery Package, Data & Analytics Package, Specialized Devices Package	

*Services are not included in the Manufacturing Essentials license & Manufacturing Contact Center license. These services will be scoped based on customer sites and use cases.



“Fuze is a key partner to us and delivers a fantastic customer experience end-to-end (starting in the project and then going to the operation). They are always innovating, developing new features, and hearing customer feedback.”

Regional IT Infrastructure Manager, FMC

