

COMPANY CASE STUDY

2826 Streamline Event Agency's Communications with Zebra Workforce Connect

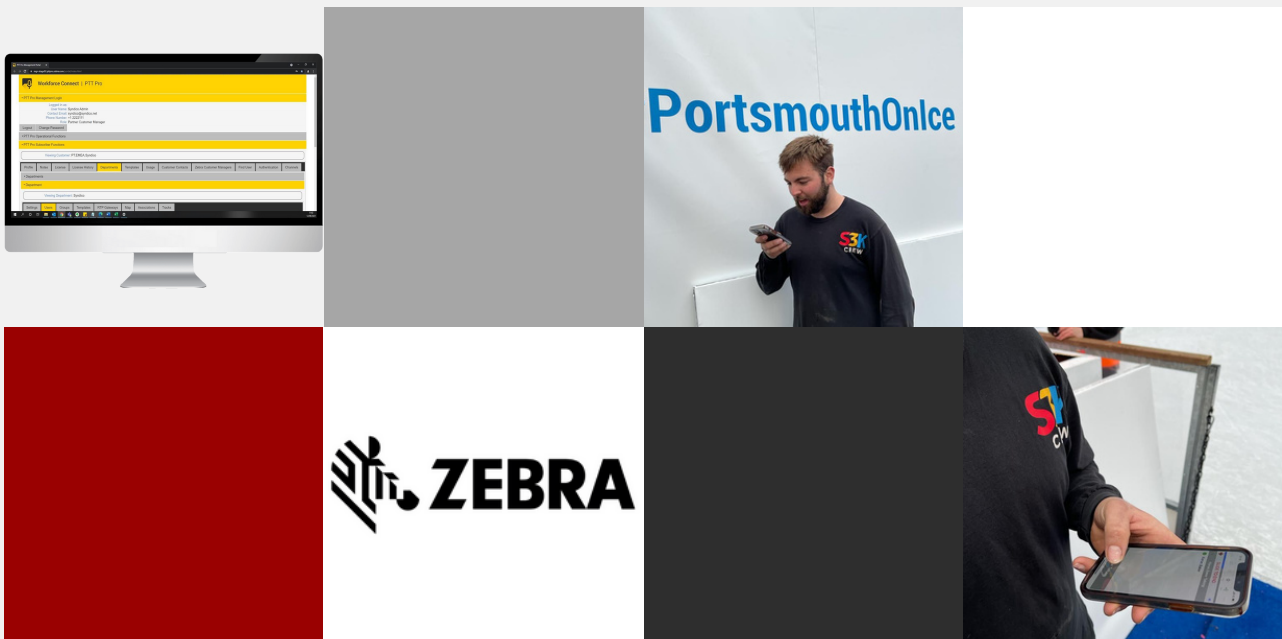


PROJECT OVERVIEW

With the help and guidance of 2826 Ltd, S3K Group, a West Sussex based Live Events Agency have recently adopted Zebra technology for several of their crews who install live events across the UK and overseas. After a turbulent 18 months during, and following the Covid-19 pandemic, S3K Group (founded in 2010) has seen excellent growth in recent months. As such, the number of projects they are delivering has increased and so has the size and complexity of their crew team. S3K needed to streamline communications; between multiple team members, client teams, local authorities and a range of other stakeholders across a variety of locations in and outside of the UK.

With private radio networks often already in place during event builds, the S3K team would frequently use several devices at one time; often making communication clunky and inefficient. The team felt that communication between their S3K team, and the resulting productivity, could be much improved so sought help from 2826 to design a solution to help.

“The Zebra Workforce Connect solution has been a game changer for us” says Edward White, CEO and Founder of S3K Group. ***“We’re often using our client’s radios, as well as our own, and channels and general chat can get incredibly busy at times! It’s important we’re able to action urgent requests quickly, make sure we can locate the right person immediately and communicate in smaller, private, groups when necessary too. Stuart and the 2826 team have helped us come up with the perfect solution in Zebra Workforce Connect. In a short period of time, it’s made a huge difference to how we operate.”***



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AT A GLANCE

Challenges

- Multiple teams
- Busy channel chat
- Confidentiality & privacy required

Benefits

- No hardware (team's own mobile devices)
- Android and iOS compatible
- Easy to use
- Multiple features

OBJECTIVES

S3K needed a simple and easy to use solution that their team could operate on their own devices without the need for another handset. Due to the nature of their business, they needed to set up various private, confidential groups for different communication routes as well as be able to facilitate team wide and one to one 'calls.' They needed to be able to communicate with the team from various locations in the UK, and overseas.

SOLUTIONS

The Zebra Workforce Connect App enables the creation of an ad-hoc talk group made up of chosen members. Push-to-talk messages can then be sent to see who can help with the job. An available team member can then reply to all by push-to-talk so everybody knows that the job has been allocated. Zebra Workforce Connect allows workers to do it all from their chosen device which could be a smartphone, tablet, PDA or Windows PC.

Zebra Workforce Connect has allowed S3K Group to use their team's existing devices to communicate immediately to groups or individuals.

BENEFITS

Recording and replaying of messages

Excellent functionalities that help busy teams and busy channels. No details or messages are ever missed.

Ability to use on various mobile devices

No need for extra handsets. Zebra Workforce Connect is compatible on Android and iOS.

Group and one to one communications

One to one communications, group communications, and private groups for confidential communications.

Can be used anywhere in the world

Teams can be located in different countries, or continents!



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Edward White

CEO and Founder of S3K Group.