



# Forrester: Achieve **438% ROI** over three years with Zebra Workforce Connect.

The modern retail employee needs solutions that enable seamless communication and collaboration, even when the user is on the move.

Zebra commissioned Forrester Research to conduct a Total Economic Impact (TEI) study and examine the ROI enterprises may realize by deploying Enterprise Voice to their frontline staff.



**Enterprise Voice by Zebra Workforce Connect** closes communication gaps with powerful Business Phone System (BPS, or PBX) based voice calling features on Zebra mobile devices. Front line employees can communicate and collaborate anytime, anywhere, without being tethered to their workstations.

## The Forrester TEI Report uncovered the following business outcomes:

**438%**  
return on Investment



**\$2.4M** saved by consolidating tools and user licenses into a single enabled Zebra device



**\$700,000** saved through hiring avoidance thanks to increased productivity per worker



**\$2.1M** saved due to increased associate efficiency



## The Forrester TEI Report also illuminated the following benefits:



Improved customer experience due to fewer overhead pages and greater ease of answering customers' questions

Increased customer spend due to more time spent on the sales floor



## In Our Customers' Words:

“To get to the correct department, now I only ring six phones instead of 200.”

“We now have one device to meet our needs versus disparate devices.”

“Workforce Connect allows people to multitask and do their job at a very high level. It's a benefit.”

“We get calls routed to store associates much more quickly, allowing us to avoid hiring additional support staff members.”

“Configuring Workforce Connect isn't hard. There's not much upfront investment of time — about one month of configuration.”



Scan or click on the QR Code to access the full report.