

# WHY UNIFIED COMMUNICATIONS IS THE FUTURE FOR FRONTLINE TEAMS



Honeywell

## INTRODUCTION

For decades, two-way radios were the lifeline of field and frontline workers. With a single button, teams could connect instantly across the store, warehouses, factory floors, and distribution yards. But times have changed. Operations are more complex. Teams are more dispersed. And the speed of business has outgrown the limitations of a one-trick communication tool.

The truth is: instant, radio communication is no longer enough. Supply chains are faster, customer expectations are higher, and frontline teams are juggling more complexity than ever. Today's work demands more than a one-way voice line. It demands collaboration, data sharing, and the ability to take action in the moment- all of which leave two-way radios behind.

## THE LIMITATIONS OF A TWO-WAY RADIO

Consider a busy retail distribution center on a Friday afternoon. A store manager radios the backroom about a shipment that arrived with damaged packaging. Her voice is clear, but without a photo, the receiving team must come to inspect it themselves before deciding what to do. In the meantime, the shipment sits idle, orders pile up, and the clock keeps ticking.

This is the story of a two-way radio in today's world: too slow, too limited, too disconnected. It's locked into a single mode- voice- when modern operations need the ability to send images, share videos and written details to act fast. Two-way radio devices are often tied to proprietary hardware, making them costly to scale and inflexible for remote or hybrid teams. And because PTT exists in its own silo, there's no simple way to loop in people outside of radio range, or to keep a written or visual record of what was communicated.

The result? Delays, repeated conversations, and decisions made with incomplete information- all of which drag down productivity.



## THE MODERN REALITY

Today's frontline teams need a communication tool that works the way they do: across multiple modes, devices and locations. They need the ability to send a quick voice message when speed matters, a text when clarity is key, an image when words are not enough, or a video when the situation demands it. They need all of these in one place, so nothing gets lost and everyone stays aligned.

Smart Talk unified communications platform gives teams exactly that- a single app where teams can switch seamlessly between voice, text, image, and video communication. Whether someone is on a rugged device in the warehouse, a smartphone in the field, or a desktop in the office, they can be part of the same conversation, with full context at their fingertips.

## FROM TWO-WAY RADIOS TO SMART TALK: THE DIFFERENCE IN ACTION

Let's revisit the damaged shipment scenario. With Smart Talk, the store manager doesn't just call it in- she sends a quick voice note explaining the problem, along with a quick photo. The receiving team sees exactly what's wrong and can decide instantly whether to accept, repackage or return the goods. No walking back and forth, no extra calls, no confusion. The shipment is processed in minutes instead of hours.

## WHY THE SWITCH CAN'T WAIT

Two-way radios were designed for an era when the fastest way to share information was to say it out loud. In today's operations, speed is about more than just how quickly a message is sent- it's about how clearly and completely it's received. Every minute

spent relying on voice-only radios is a minute lost to delays, errors, and miscommunication. Your competitors aren't waiting for outdated devices to catch up- they're acting faster, sharing richer information, and making better decisions because their teams are connected via Smart Talk.

Staying on legacy two-way radio hardware isn't just slow- it's costly. Maintenance, replacement, and the limits of single-mode communication add up while your team struggles to keep pace. With Smart Talk, you can trade in those radios and upgrade to a communication platform that works on devices your teams already use- voice, text, image, and video all in one place. No extra devices, no extra complexity, and no more missed opportunities.

The choice is clear: trade in the old, unlock the new, and put your team ahead of the competition today.

### For more information

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