

# Polycom® Manufacturing Industry Solutions

Better remote management. Improved operational efficiencies.



Globalization has helped advance manufacturing in multiple ways. But with globalization comes the challenge of improving operational efficiencies and managing disperse teams both offshore and in remote locations.

Polycom makes meeting over distance just like being there with collaborative solutions that enable more efficient build processes and enhanced vendor management.

Polycom collaboration is also in demand for quality-related activities such as remote quality assurance inspections, design analysis, and component testing. Suppliers are better tracked. Unquestionably, inventory is better managed with real-time information. And, remote expertise is easily tapped to ensure understanding of build and repair processes or line and cell requirements.

## Integrating Voice, Video, Content and Wireless

Polycom offers the broadest range of solutions to enable anyone to successfully connect and conference, no matter what the environment. This includes almost any type of user device, as well as the necessary supporting infrastructure and management tools. All Polycom solutions are backed by a world-class service and support organization, which Polycom delivers from its global network of 55 offices in 25 countries. Only Polycom can take your collaborative communication network where it needs to go with the best products, the best partners, the best practices, and the most advanced services on the market today.

## Voice

For manufacturing organizations, IP phone connectivity between remote, offshore locations offers high quality, reliable, cost-effective communications. Applications can be embedded into IP phones to transform them into powerful productivity tools and a catalyst for fast decision-making. HD-quality sound ensures accuracy and full comprehension, which is critical when dealing with remote manufacturing locations, often in different countries. And, conference speakerphones are ideal for cross-functional meetings, development and engineering discussions and new process descriptions. With unprecedented price and performance, it's no wonder manufacturing organizations around the world are using Polycom voice solutions to enhance collaboration, gain a competitive advantage and reduce costs.

## Video

Polycom video solutions help improve communications anywhere, but especially with remote, offshore manufacturing locations by providing visual cues to aid in comprehension and understanding. Video can also be used for key applications such as remote quality assurance by inspecting products and designs before they are shipped. This reduces development time and accelerates speed-to-market. By eliminating the need for travel, Polycom video solutions add credence to "Going Green" initiatives. What's more, video can also be used for key emergency situations such as telemedicine and crisis response to provide real-time visual input into the decision-making process.

## Benefits

- Improved Quality Assurance
- Remote Site Management
- Improved Operational Efficiencies
- Real-time Inventory Management

## Key Applications

- Offshoring/Line Efficiencies
- Quality Assurance
- Supply Management
- Customer Service
- Telemedicine

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## Wireless

Polycom offers the most durable, feature-rich, and cost-effective wireless telephony solutions, streamlining communication under demanding manufacturing conditions. For example, Polycom wireless telephones allow users to stay in touch while moving throughout the facility – even in environments covering millions of square feet, with multiple buildings and difficult coverage areas. Delays of inventory deliveries can be costly and affect the entire supply chain. Wireless telephones help move product through the supply chain by providing 24/7 real-time communication. Push-to-talk capabilities supports group calling for specified user groups. And unlike two-way radios and cellular phones, Polycom wireless telephones integrate with the factory's existing telephone system and do not interfere with sensitive equipment. Wireless phones can also be integrated into equipment monitoring applications to provide real-time alarms that help minimize downtime and maintain yield levels.

## Key Applications

### Offshoring/Line Efficiencies

In offshore locations, improving the manufacturing build process can result in reduced costs and operational efficiencies. Polycom collaborative solutions are ideal for manufacturing activities such as video-based training, remote meetings with engineering or procurement, tracking and status checks or promoting facility-wide wireless communications. As a result, organizations enjoy improved yields, shorter development and build times and reduced costs.

### Quality Assurance

Streamlining and enhancing the quality assurance process can do more than save time, money, reduce errors and improve customer satisfaction. It can also safeguard a company's reputation. That's why Polycom collaboration solutions are used every day for quality assurance activities such as product inspections, remote product tracking and validation tests, production line status updates and changes, and remote meetings with development, sales teams and customers. Need to hear or see every detail? Polycom's High Definition voice and video solutions provide the level of detail required to ensure highest levels of quality.

## Supply Management

For optimal profitability, most manufacturers can benefit from better inventory management and more accurate supply and demand forecasting. Polycom real-time video and voice collaboration solutions keep information flowing between manufacturing locations, suppliers, vendors and customers. Better information leads to improved customer satisfaction, faster response to market and sounder upstream/downstream supply management.

## Customer Service

A satisfied customer often results in a loyal customer, so it's no surprise that companies continuously look to improve customer service and increase customer satisfaction. Polycom collaboration solutions and tools are used to enhance a manufacturer's interface with customers as needed in the repair process for visual diagnosis, engineering assistance, or instructional support. This leads to enhanced satisfaction and shorter repair times.

## Telemedicine

Most manufacturing sites are home to dozens, even hundreds of workers. Aside from industrial staff nurses, there is usually scant access to more sophisticated medical professionals and services. When workers become ill or injured the situation must be assessed on the spot or via the phone. The time involved in moving a worker, with a life-threatening condition, from the site to a medical facility could mean the difference between life and death. Polycom HD telemedicine solutions offer vivid, life-like images and instant access to medical experts so patients can be diagnosed quickly and properly.

For more information on Polycom enterprise solutions, contact us at [enterprise.solutions@polycom.com](mailto:enterprise.solutions@polycom.com).

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