Enterprise Wireless Two-Way Communication

HipLink is a powerful Two-Way enabled communication solution that allows enterprise organizations to wirelessly address and respond to critical events faster than ever before, from any handheld device, mobile phone, or two-way pager.

WHAT CAN TWO-WAY DO

Wireless Two-Way applications help businesses address critical events faster than ever before, facilitating the wireless convergence of technology, people, and business processes like never before. HipLink's two-way wireless features help reduce the mean time to Recognize, Respond to, and Resolve any critical event or situation, bringing powerful enterprise communications and remote data access to any organization.

Using HipLink two-way communication, you can do more with less:

Less

- time on manual communication
- time tracking customer information
- time on service calls
- time to respond to emergencies
- compromise in customer service

More

- productivity in the field
- field revenue generation
- control of your data and inventory
- improvements in customer service
- access to what's important
- responsiveness to your business needs

Remotely you can initiate a call-out, track inventory, query a database, look-up customer information, respond to an emergency, reboot servers, or restart services from any two-way enabled device.

HipLink integrates seamlessly into your existing infrastructure to provide remote access to corporate backend systems or applications. Whether you work on the road, at home, or are just away from your desk, HipLink can keep you in command of your business.

BENEFITS

- Automatic real-time Alert Notification
- Immediate Communication with Employees
- Your choice of device: Blackberry, iPhone, cell etc.
- Security and full control over level of access
- Execute a Secure Wireless Strategy
- Faster Recognition
- Faster Response
- Faster Resolution

A COMPLETE ENTERPRISE SOLUTION

Whether your employees are out of the office, away from their desks, working from home, or on call, HipLink makes wireless painless.

By wirelessly integrating business applications and processes, HipLink provides fast, effective alerts and full two-way access from anywhere, anytime.

HipLink Two-Way Solutions

IT Administrators are alerted of network problems in real time and have the ability to take action to prevent network outages. Administrators can perform remote actions from a wireless PDA to keep networks up and running, while maintaining revenue generating processes and employee productivity.

Field Service Employees can arrive at customer sites faster and more prepared with the information they need to successfully complete a sales of service call. With remote access to corporate back-end systems, they are able to better service more customers and can even submit an order or billing information as they walk out the door.

Emergency Response Personnel have the ability to respond faster to emergencies and disasters, including major storms, downed power lines, chemical spills, transportation issues, construction failures, or machinery outages. Advanced teams can immediately be mobilized with full interoperability between multiple disciplines, improving the effectiveness of an organization's emergency response and ultimately saving lives.

Healthcare Workers can rapidly respond to everyday patient care issues as well as trauma situations, limiting liabilities and improving overall patient care. Doctors and nurses can respond quicker and with detailed instructions, critical lab results can be sent automatically to specialists who can then react immediately, therapists can be sent to a patient in need, or off-site staff can be activated immediately.

The less time employees spend looking up customer information and tracking down parts or inventory shortens field site visits, improves customer satisfaction, and offers additional revenue opportunities.

The Bottom Line

Downtime and inefficiencies can result in poor client experience, poor employee performance, and a decrease in revenue. Having the ability to quickly respond to and resolve any issue ensures not only the integrity of your systems and employee productivity, but also provides a competitive edge; lowering costs, increasing efficiencies, and improving client service. HipLink's two-way communication allows for remote management of corporate systems from any BlackBerry® or two-way enabled handheld device by executing a variety of customizable remote commands.

Maintaining a high level of customer service extends beyond corporate network functionality to include sales, field service, patient care, and support. The faster issues and problems can be addressed and resolved, the higher the level of customer satisfaction. This translates to higher overall:

- Cost Savings

- Operational Efficiencies

- Customer Retention

- Revenue Generation

HipLink Software
408 399-6120
800 524-7503 Toll Free
HLsales@hiplink.com
www.hiplink.com