

# IPcelerate Store Employee Dashboard Solution

## Executive Summary



### Partner Designation

- Cisco® Technology Developer Partner

### Associated Cisco Solution

- Cisco Unified Communications for Retail

### Customer Benefits

- Improved employee productivity
- Increased task compliance
- Reduced overtime costs
- Improved employee training
- Enhanced employee and customer safety
- Improved inter-store communications
- Consolidated hardware costs

### Targeted Industries

- Retail
- Quick service restaurants

### Geographical Regions Served

- North America
- United Kingdom
- Australia



IPcelerate®, Inc. is a Dallas-based software company that develops highly integrated voice-over-IP (VoIP) applications and solutions. These products help retailers solve complex business issues by accelerating return on investment (ROI), reducing operating costs, and improving efficiency. IPcelerate currently has more than 350 customers, and has established a presence in the U.S., European, and Asia/Pacific theaters. For more information, please visit [www.ipcelerate.com](http://www.ipcelerate.com)

### Partner Solution Description

IPcelerate Store Employee Dashboard Solution is a suite of IP-based applications developed to improve employee productivity and facilitate inter-store communications. These applications integrate both data and voice capabilities, and are presented in a simple-to-use, single dashboard view, accessible from Cisco IP phones. The solution's features include:

- Time Capture System, which enables store employees to record daily attendance punches from any store phone
- Store Reminder System, which tracks each store's functional tasks, and sends

out an employee reminder or manager alert if a task is not performed on time

- Dial Out Shift Filling, which automatically assists in finding replacement shift coverage when required
- Broadcast Emergency Messaging System, which alerts stores and executives, both visually and audibly, if a 911 incident is occurring at a store location

IPcelerate Store Employee Dashboard Solution facilitates closer collaboration between remote stores and management through preprogrammed conferencing features. As one company president put it, "(It) allows me to communicate to the front lines." To enhance employee morale, it also enables employee recognition messages to be recorded.

This solution is part of the Cisco Unified Communications for Retail suite of IP communications and collaboration tools, designed to accelerate the flow of information to transform the store experience. Now growing businesses can take full advantage of network technology to help cut costs, enable new applications and services, and improve organizational efficiency.

### Core Components of the IPcelerate Store Employee Dashboard Solution

The solution is powered by IPcelerate's IPsession™ application server, an open application development framework. IPsession:

- Resides on a standard convergence hardware platform that integrates data, audio, and video streams
- Is based on Network IP Application (NIPA™) architecture, which enables rapid, simple, and cost-effective third-party application integration

## Related Cisco Products

- Cisco Unified CallManager
- Cisco Unity® software
- Cisco IP Phone 7970G
- Cisco routers and switches

## Related Partner Information

- Subway Press Release
- BusinessWeek Article, "IP's Killer Apps Are Coming"
- Subway Video On Demand

## For More Information

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