

8 step checklist to a successful Proof of Concept (POC) Trial

1

Choose a set of products tailored to improve your business

Communication is as much about listening as it is speaking. VoCoVo offers a full suite of products dependent on your business needs and improvements to enable precisely this. Our services also extend to usage reporting and third-party integration, enabling you to monitor the influence VoCoVo has in your business from rollout to end of trial.

If you are looking to conduct a proof of concept (PoC) trial for your organisation around Team Communications then we hope that you will consider VoCoVo. Based on the many PoC's we have run for our customers, we've put together this 8 step guide to help you run a successful trial and secure approval for implementation across your operation.

2

Define your technology requirements and their costs

Our 90-day PoC gives your business the opportunity to trial our product(s) in a small number of select stores before investing in a rollout across your brand.

Should you decide to proceed with a full VoCoVo rollout following your successful PoC trial, associated costs will depend on the size of your business and the product(s) you're implementing. Be sure to measure all expenditure, such as the pre-rollout survey, installation, controller base stations, cabling, licenses, staff training, etc.

4

Present the hard benefits such as ROI

For longer-term ROI, the adoption of VoCoVo team communication technology has significantly contributed to the following stats:

One retailer saved £2.5 million a year, across 60 VoCoVo installed stores

One retailer saved £5.2 million a year, across 375 VoCoVo installed stores

Emphasise that our bespoke solution enables us to take a consultative approach that delivers ROI based around your specific organisational goals.

3

Focus on stakeholder engagement

It's vital to work alongside internal department stakeholders so that your VoCoVo rollout is smooth. If you cover all bases of the business and come to a mutual decision, this would enhance your case for a full rollout when presenting to the board.

Think about who will be affected by the project: the IT department if the installation requires network integration, facilities and maintenance team if you're installing and removing hardware, and backing from the finance team who is ultimately funding the project, for example, ensuring all teams are on-board with your proposal.

5

We're here to help, whenever you need us

We are confident in our solution and have a track record of achieving excellence with our current partners. If after 90 days you are dissatisfied with the solution, we will remove it free of charge.

Our support does not limit itself there. We will be on hand to help for the full term of the PoC should you require any assistance. Your trust in our service is our number one priority.

8 step checklist to a successful Proof of Concept (POC) Trial

6

VoCoVo is installed: now to change time savings into monetary savings

Each client of VoCoVo follows a streamlined process that runs from trial to shop floor implementation. Essentially, they work with the retailer to build this process to find them a return on investment with VoCoVo, whether that is cost savings, an increase in sales, etc. The trial period ranges from between 30-90 days:

• Proof of Concept

Usually a trial for at least two-four stores whereby a series of tests are conducted to allow for differences in customer demographics and language, ultimately strengthening your data:

- Pedometer study - provided to staff two weeks before and two weeks after implementation to compare results of time-saving.
- Time & Motion study - in-store logging communication activities between colleagues with / without headsets, again comparing timings that lead to increased efficiency and capacity.
- Pre/Post employee survey - to gain valuable feedback from employees.
- Pre/Post customer survey - to gain valuable feedback from customers.
- Soft feedback video created.

Business case presentation to board for rollout further trials to other stores within the same brand rollout.

7

Communicate VoCoVo's soft benefits

Adopting the range of VoCoVo solutions, we're confident your business can navigate these strategic pressures in the following ways:

- Improve customer experience and interaction.
- Increase safety and reduce theft.
- Improve product location and stock availability.
- Deliver more personalised experiences.
- Improved training through peer-to-peer learning.

8

After your Proof of Concept: next steps

Following a successful PoC, take these steps for progression towards a full business rollout:

- Your PoC is signed off.
- Technology is integrated in-store.
- The trial period is running.
- Analysis has begun in the pre-created data sheets of past and present VoCoVo.

It's important to embed the technology on the fifth week. This provides users with:

- Enough time to have learned how to use the products.
- The savings are more realisable and realistic.
- The phone etiquette for equipment usage would be in place.

Though your monetary savings are not clearly visible until the first year, your time efficiency will be visible around the workplace.

If you have any questions or would like personalised assistance trialling a VoCoVo proof of concept, please get into contact us