EBOOK

Three Ways Critical Communications Systems Pay for Themselves in Manufacturing

ONSOLVE™

Effective communication is essential for companies in every industry, and manufacturing is no exception. Employees that feel that their employer is transparent and clear about communication feel more engaged—and that's important when disengaged employees can cost companies up to **$550 billion per year**.

Manufacturing companies need a way to tell employees not to come into work when there is inclement weather or a power outage. They need an efficient way to rapidly fill open shifts. And they need a way to inform workers of benefits enrollment, certification classes and upcoming events.

Consider the following real-life example of how an effective critical communications system can pay for itself:

When the power went out at a manufacturing plant in New Jersey, second shift employees were already preparing to come into work. There wasn't enough time to manually call everyone and let them know not to come in, so when employees arrived, the company had no choice but to pay everyone for their time. The combined wages that day cost the company more than a critical communications system would have charged them for an entire year of services. If they had a system in place prior to the power outage, the company would have been able to alert every second shift employee within minutes, and they would have had a record of the communications to verify the notices were sent out.

Manufacturing companies can use a critical communications system to solve a wide range of pain points, from quota calling to emergency alerts. Here are three ways your company can get the most out of a critical communications system.
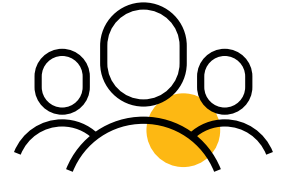
01. Quickly Fill Shifts with Quota Calling

Perhaps the biggest pain point a critical communications system can address for manufacturing companies relates to staffing. Manufacturing companies need a way to quickly fill shifts when someone calls in sick or the line needs to run overtime.
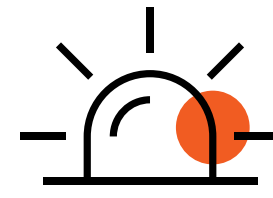
In order to manually fill shifts, someone may have to spend hours calling a hundred people before they find an employee who is available. With automated quota calling, those shifts can be filled within minutes.

For instance, if you have 20 shifts available, you can send a message out to everyone, and once 20 people have picked up a shift, the system will stop calling additional employees. If you need to offer shifts in a specific order to comply with company or union policy, you can use sequence dialing, and if you only want to offer the shift to a certain group of employees, you can easily send the message to a predefined subgroup.

With OnSolve® One Call Now®, administrators can easily send messages through the One Call Now App, by phone or by using any internet-connected computer. Recipients can receive messages on their preferred device, whether that's email, SMS text or voice, and in their preferred language. One Call Now can translate up to 19 languages for voice call messages and 52 languages for typed messages.

With an effective critical communications system, your manufacturing line can be fully staffed at all times.

Other potential emergency situations manufacturing companies could face include:

☑ Security breaches

☑ Natural disasters, including severe winter weather, hurricanes and wildfires

☑ Public health emergencies, such as a pandemic

☑ IT/network and utility outages

☑ Hazardous materials incidents

☑ Gas leaks, water main breaks and fires

☑ Active shooters and other acts of workplace violence

02. Rapidly Alert Employees of Emergencies

In the event of an emergency, you need to be able to get the right information to the right people so they can take appropriate action. For example, if your plant is in the path of a tornado or the power has gone out, a critical communications system enables your team to rapidly notify employees so they can stay safe at home or take cover if they're already at work.

With two-way messaging, you can broadcast emergency alerts, issue instructions and allow recipients to mark themselves as safe or request assistance. If you only need to alert a specific group of employees, you can easily create subgroups and send the message exclusively to them. For example, team leaders can alert members of their team when an emergency will impact their schedules.

It's important that emergency alerts are sent to recipients on their preferred device, and for many factory workers, that device is their phone. If they're on the front line, they may not see a notification that is sent to their computer or the company email in time to take action. Alerts should be sent to their mobile device so recipients can react no matter where they are. For example, if there is a fire or hazardous materials incident on the premises, a critical communications system can help make sure everybody has been evacuated and knows where to go during a crisis situation.

When disaster strikes, it's much better to have a communication plan already in place. Systems such as One Call Now allow initiators to create a library of message templates for a variety of emergency scenarios that they can pull from and tweak for any situation. Every second is crucial during a crisis, and you don't want to waste time crafting a message from scratch. An effective emergency communication system can help your company preserve life, property, business operations and reputation.

It's important that emergency alerts are sent to recipients on their preferred device, and for many factory workers, that device is their phone.
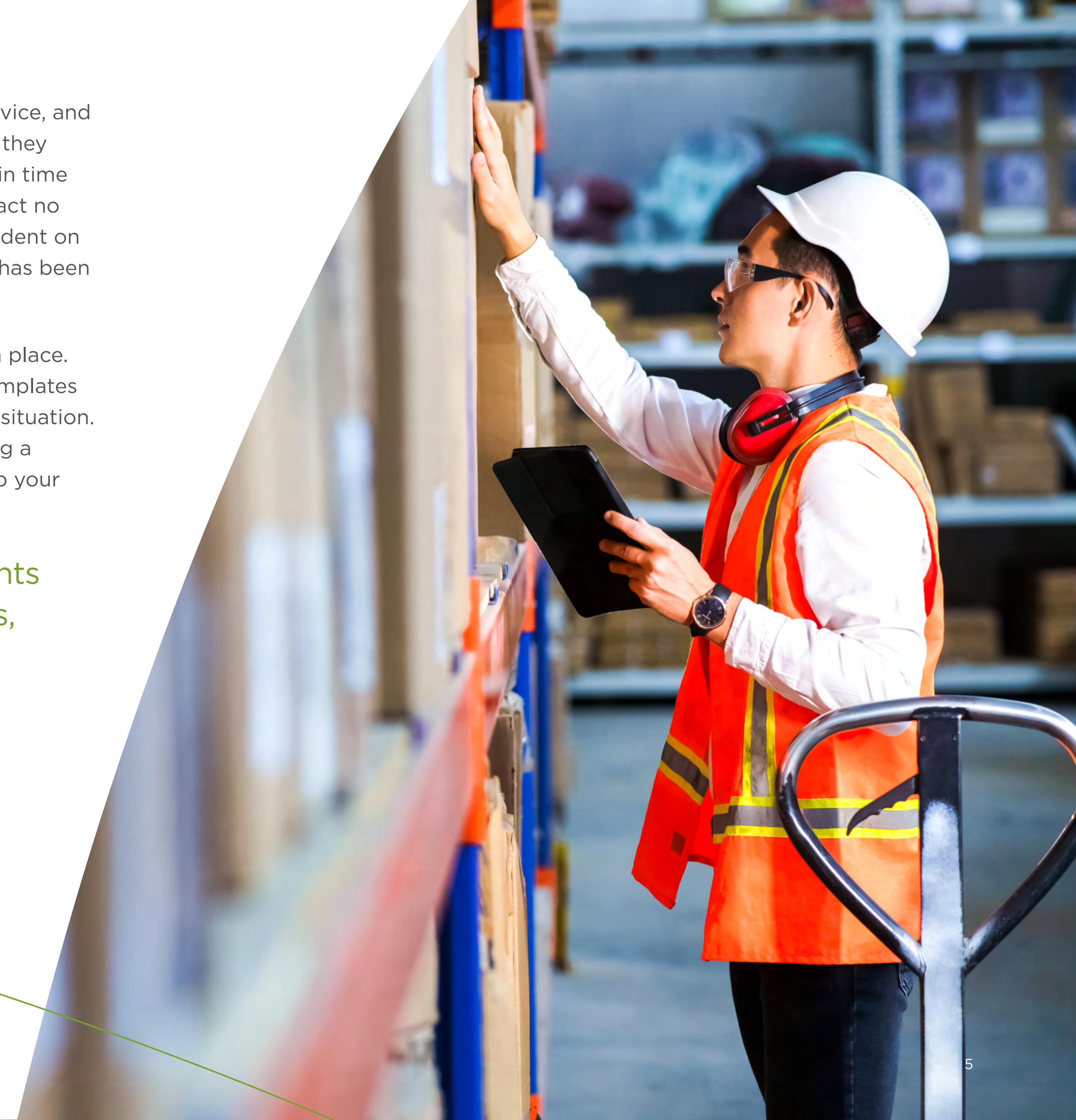
03. Efficiently Relay Day-to-Day Information

A critical communications system can also be a game changer for day-to-day communications. A system such as One Call Now can be used to remind employees about benefits enrollment deadlines, broadcast upcoming training and certification classes, announce company-wide events and conduct employee surveys.

The use cases for a critical communications system are nearly endless. And although you don't want to overuse the system, occasional messages can help keep employees informed and engaged. Event and class reminders can boost attendance, increasing morale and reducing turnover, and enrollment reminders can ensure your team has the care they need.

A system such as One Call Now can be used to remind employees about benefits enrollment deadlines, broadcast upcoming training and certification classes, announce company-wide events and conduct employee surveys.

Selecting the Right Critical Communications System for Your Company

When selecting a critical communications system provider, it's important to consider a few things:

- What is their reputation and how much experience do they have?

- Which features do they provide?

- How fast can messages be sent out?

- Are they reliable and what is their uptime?

- How secure are they and do they have redundancy?

Years of Experience

OnSolve sends over two billion notifications annually and has provided more than 60 years of proven support to both the public and private sectors. One Call Now, one of OnSolve's market-leading critical communications products, offers 100 percent guaranteed uptime and triple redundancy. Your company can rest easy knowing stakeholders can be reached at any time.

Easy to Set Up and Manage

Considering the uncertain world we live in, you never know what crisis is around the corner. It's wise to be proactive about your emergency communications and implement a system now. One Call Now can be set up within a day, giving your team instant peace of mind.

One Call Now is an IP-based service, so there's no software or hardware, and all of your administrators can access the system in multiple ways: by dialing in, visiting the website or using the mobile app. Administrators can also set up as many subgroups as they want in order to selectively send out messages to specific employees.

Our integration tools ensure contact data is accurately transferred to our system and stays up to date. Each employee can list up to three phone numbers and three email addresses, and they can easily update their contact information through a secure, online self-registration portal.

Fast and Secure

One Call Now can send messages to a few or thousands of people in minutes without tying up phone lines, disrupting operations or wasting time. Messages are sent using crystal-clear fiber optic connections, and data is transferred and stored with the highest level of data encryption available.

Comprehensive Message Reporting

Comprehensive message reporting enables your team to see whether messages have been delivered and opened and on which device they were received. With One Call Now, administrators can see all of that information, keep it on file and export it for their records. Having this information on hand is important for legal reasons, but it can also help to improve your company's emergency response going forward. Your team can look at this data and figure out who isn't receiving messages and form a strategy for increasing their reach and effectiveness.

With One Call Now, administrators can see all of that information, keep it on file and export it for their records. Having this information on hand is important for legal reasons, but it can also help to improve your company's emergency response going forward.

Discover if OnSolve One Call Now Is Right for Your Company

Whether you're struggling to fill shifts, alert employees of emergencies or send out routine messages, One Call Now is the answer. Request a demo today to see if One Call Now from OnSolve can streamline communications for your manufacturing company.

[Request a Demo](#)