

# VoCoVo

## Headset communication solution for teams of all shapes and sizes

RETAIL | LEISURE | RESTAURANTS | PUBS & BARS | GARDEN CENTRES | WAREHOUSES | MUCH MORE



VoCoVo headsets offer simple to use wireless team communications, with crystal clear audio enabling teams to collaborate instantly and across wide areas.

+44 (0) 1489 287 287

[www.syndico.net/vocovo](http://www.syndico.net/vocovo)



**“It’s completely changed the way we work.”**

**Tom James | Store Manager, Halfords**

VoCoVo is a simple, scalable solution with modular components designed specifically to be flexible for your workforce. The solution is built around simple-to-use and stylish headsets which allow team members to discreetly communicate across wide areas.

With VoCoVo conferencing technology, every team member can talk, listen and help at the touch of a button. Unlike traditional two-way radios, VoCoVo headsets use full-duplex technology to deliver crystal-clear audio that flows in both directions. This means you can listen to others while you’re speaking, just like you’re talking face-to-face.

# Introducing: The VoCoVo headset

Built around proven digital radio technology, VoCoVo headsets deliver crystal-clear audio quality and simple-to-use functionality to enable teams to communicate more efficiently.



With multiple wearing styles available, staff can be standard issued with their chosen configuration depending on their personal preference. This is a proven way to keep team members focused on customers whilst feeling completely comfortable and maintaining the highest hygiene standards.



“Costs have been reduced as we no longer have to replace parts so frequently.”

Paul Cannon  
Head of Retail IT | Wickes



## Instant, plug & play communications

VoCoVo solutions are perfect for teams who need to have crystal-clear, full-duplex voice conversations on-the-go. And they have been built to offer true plug & play functionality - no complex setup or installation required.

VoCoVo is a solution which can be built around a team and scaled alongside its growth. Its features are so smart that the system can connect team members and customers in a way they never thought possible, yet so simple that you simply forget it is there.

As a modular solution, your team can wear it how they want so that they can focus on what is really important. No more shouting, no more unnecessary journeys, and no longer a need to carry a device in hand or on clothing.

# VoCoVo product packages

It's easy to cater for your team's communication needs with VoCoVo's plug-and-play packages.



## VoCoVo GO

VoCoVo GO comes with all the hardware you need to connect a team of up to 29 people with instant, crystal clear voice communication. A multi-unit charging rack is included for storing your devices when they're not in use, so you're always ready to go.

[Find out more.](#)



## VoCoVo GO+

VoCoVo GO+ comes with all the hardware you need to connect a team of 30+ people, with the extra functionality of Call Points to improve customer experience. GO+ systems can also integrate with a range of third-party applications.

[Find out more.](#)

## Accessories which make all the difference

Tailor your VoCoVo package to best suit your organisation's and customers' needs.



5-WAY MULTI-CHARGER



MANAGER HANDSET



CALL POINT



EXTERNAL CALL POINT



## Trusted by leading Tier I retail & restaurants

VoCoVo broke into the Tier I retail and restaurant markets by helping businesses get closer to their customers and deliver a significantly improved in-person experience.

VoCoVo users found that when you empower employees through the 'magic of voice', customer interaction and satisfaction instantly increases. Shorter waiting times for information and staff being able to operate with greater flexibility ultimately results in the best possible in-store customer journey.

# The proof of concept

Don't take our word for it – here's what Tier 1 users say about VoCoVo.



## ASDA

“Each checkout now has a VoCoVo KeyPad installed which links up to the colleague headsets, allowing for 2 way communication between checkout colleagues and service hosts.”

**Steve Edwards | Senior Manager, Central Retail Operations**



## halfords

“VoCoVo allows us to work on customers' cars outside, whilst still being fully connected to the rest team. It's completely changed the way we work.”

**Tom James | Store Manager**



## FRIDAYS

“We no longer have to run around looking for free tables, the team and door-host can now communicate and coordinate wherever they are in the restaurant.”

**Elizabeth Scott | Restaurant Manager**



## JACK'S

“It was integral to the business model of our stores, and we'd thoroughly recommend VoCoVo for running an efficient operation.”

**Andy Newbould | Technical Programme Manager**



## Connecting the nation's favourite food and drink spots

Did you know... you will often see VoCoVo systems in action at many of the UK's favourite eat-in and take-away spots?

For many food and drink outlets, team communication can make a significant difference when it comes to staff efficiency, customer satisfaction and queue management. VoCoVo is so popular among these establishments thanks to its simple plug-and-play functionality, low cost per head and comfortable, stylish wearability.





## Case study: Shaw's Fish & Chips

Shaw's Fish & Chips have been proudly serving the people of Barnsley since 1979. In that time, the team at Shaw's have always maintained a first-class standard of service and high quality food. But delivering first-class service time and time again has had its challenges, according to owner Mike Shaw.

According to Shaw, **“a noisy kitchen environment and noisy front of house meant that chefs and customer service had to shout to each other over equipment to communicate. This impacted on our customers' experience as they could hear all of this noise.”**

Shaw approached **VoCoVo partner Speak-IT Solutions** to resolve their communication issues. After a recommendation to use VoCoVo Headsets, members of the Shaw's team can now effectively communicate across the whole premises in full duplex (two-way) at the touch of a button without shouting or running back-and-forth.

### Shaw's project overview

**The challenge:** implement a new system that allows colleagues to communicate effectively in a noisy service environment.

**Key requirements:**

- high quality audio
- seamless communication
- plug-and-play usability
- minimise unnecessary noise

**The solution:** VoCoVo "GO" System

“The VoCoVo system is simple, easy to use and works brilliantly. The team at **Speak-IT Solutions** are very knowledgeable and supplied us with a great product. It has totally stopped all the shouting, it's fantastic!”

**Mike Shaw**

Owner | Shaw's Fish & Chips

Speak **iT** Solutions

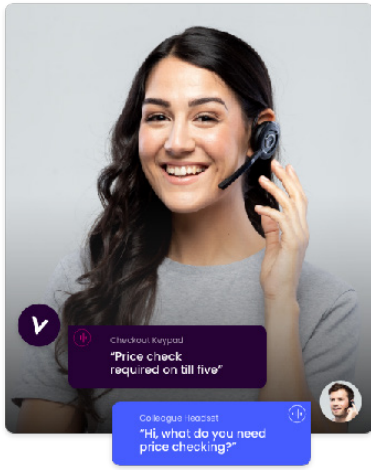




## See instant efficiencies and cost-savings

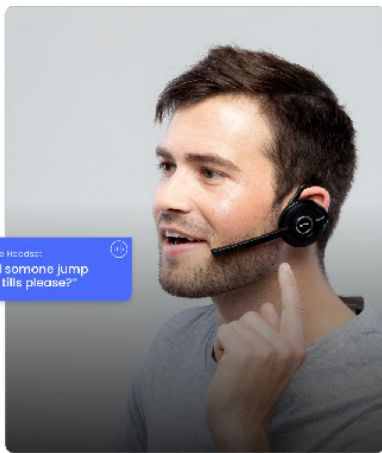
Whether you're looking to improve efficiency, save money, better serve customers, or help staff feel more connected, VoCoVo solutions make it happen. VoCoVo is a modular solution, allowing you to add new communication headsets as a business grows.

Whether the requirement is for a small number of users with one team conference channel, or an entire store will added call points and handsets, VoCoVo solutions connect and empower teams to ultimately deliver the very best customer experience.



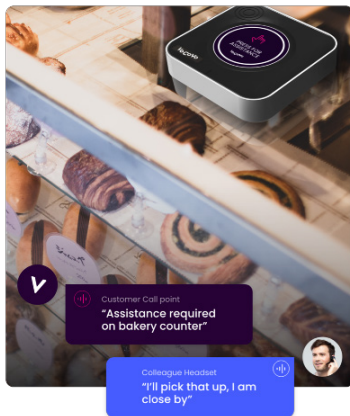
## Do the small things well

VoCoVo is a flexible system which makes it even easier to do the small things that, if not done properly, can ruin the in-store experience for your customers and cause inefficiencies among your operational staff.



## Simple to use push-to-talk

Have a real-time conversation with any colleague across your team, store or company at the touch of a button. With features like Mute and Talk-Lock, it's easy to keep your communications hands-free and flexible so you can focus entirely on the task in hand.

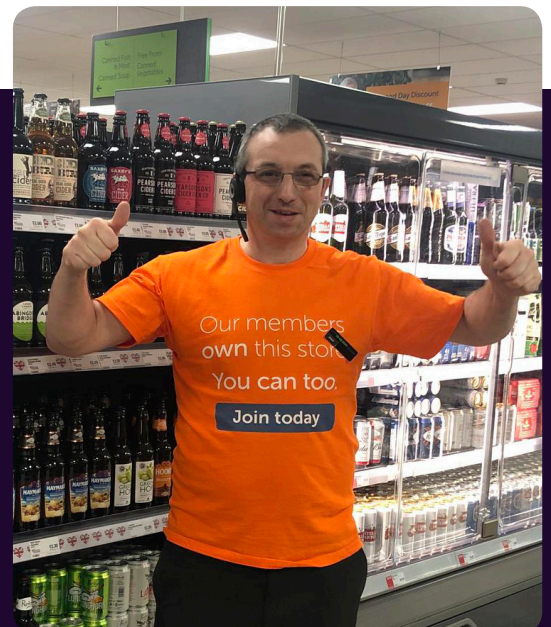


## A more flexible workforce

With VoCoVo, it is even easier to do the small things that, if not done properly, can cause inefficiencies which will impact your customers. When you can communicate with colleagues discreetly without detracting from the task in hand, you're onto a winner.

“Colleagues loved the headsets, which enabled them to better connect to their team, customers and operations. The voice system is now a mandatory part of the uniform across 2,600 stores.”

Dave Tyas  
Retail Change Lead | Co-Op



# A communication solution built for more than just talking

VoCoVo systems come with all the hardware you need, out of the box, making them great for small teams who need to stay connected over wide areas. They are also scalable, allowing you to easily expand your communication capabilities in line with your business.

VoCoVo systems are popular with shops, restaurants, garden centres, car dealerships, conference venues, gyms, production sites and even care homes – wherever there's potential to bring teams together and give customers a better experience.



Kick-start your team communications today

Call us on +44 (0) 1489 287 287, or email [syndico@syndico.net](mailto:syndico@syndico.net)

  
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