
Integrated Communication Systems

Integrated communications systems are, quite obviously, most closely associated with improvements in communication within a facility. The ability to communicate policies, procedures, reminders, emergency conditions, and direction in a crisis are just some of the benefits to management from an integrated communications system. Integrated communications systems make "communication" more "personal," and therefore more effective. Integrated communications systems allow management to communicate with their entire team without calling a meeting, which can be a less efficient means of communication due to the loss of time necessary to get to and from the meeting, as well as the inherent difficulty finding a location to communicate to the entire team, which can be a logistical nightmare. Are you using your integrated communications system effectively to build a better team? How would upgrading your integrated communications system improve teamwork, team productivity, and business performance?

Some integrated communications systems have direct links to local emergency crews in the event of a fire or other disaster, such as a hazardous material or chemical spill. In these examples we can easily see that increased productivity from improved communication and decreases in risk due to a direct connection to emergency crews are quite evident. How would your staff's mindset change knowing that the level of their personal safety has increased?

Improved communication efforts can also affect the level of customer service within an organization as information becomes more readily available to employees. Being able to more easily access information permits agents of an organization to better serve the needs of their clients.

