



Purpose: to help a System Administrator, Project Manager, or Corporate Owner of the Zebra relationship transition your company to the new Zebra Workcloud Sync platform.

*NOTE: If a customer is using PTT Express, no migration required (no user, site, department data stored for PTT Express).*

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## **Section 1 - Benefits and New Features**

Below are some of the key features and enhancements in Workcloud Sync.

To review the full list of features, refer to the Guides on the [Knowledge Center](#).

### Introducing SYNC: Features and Benefits

Sync is an innovative new software product designed to revolutionize workplace communication and collaboration. Built from the ground up, Sync is not a mere update, but a comprehensive replacement for Workcloud Communication, tailored to meet the evolving needs of today's dynamic work environments with features such as:

#### Multimedia Messaging (Chat):

Enjoy seamless communication with our advanced chat module that supports text, video, and audio messaging. This feature is perfect for frontline communication, ensuring your team stays connected effortlessly.

#### Voice and Video Calling:

Experience internal high-quality voice and video calls without the need for a PBX system, thanks to our new point-to-point calling feature. This module ensures efficient and clear communication, supporting traditional PBX systems as well. For the first time, Sync introduces video calling capabilities, expanding your communication toolkit beyond previous offerings.

#### Push-to-Talk Communication:

Enhance your team's coordination with our push-to-talk feature, allowing instant voice communication at the push of a button.

#### Forums - Organizational Message Boards:

Utilize forums for broad organizational announcements, such as policy updates or employee recognition, to ensure consistent and widespread communication across your enterprise.

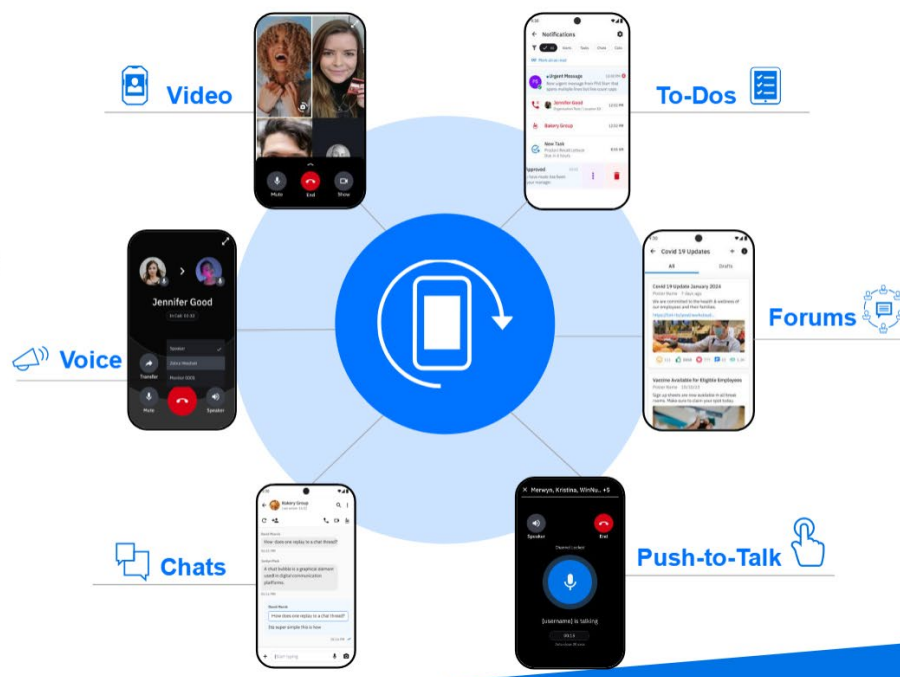
#### To-Do Management:

Integrate functionality to assign and manage actions efficiently across your team to enhance overall productivity.



## Workcloud Sync

The Next Generation of  
Communication and  
Collaboration Technology



ZEBRA TECHNOLOGIES

### Enhanced Collaboration:

Sync's suite of communication tools fosters collaboration, ensuring your team can work together efficiently, regardless of their location.

### Seamless Integration:

Sync supports integration with existing user management systems like Azure AD, simplifying user management and reducing administrative overhead.

### Scalable User Management:

Designed to accommodate fluctuating user needs, Sync's user-based model allows easy scaling, ensuring you always have the right number of licenses.

### Future-Proof Communication:

With ongoing updates and enhancements, Sync is designed to adapt to future communication trends and technologies, providing a sustainable solution for your business.

## Why should we be excited for this change?

The core functionality of Workcloud Communication (e.g., ability make and receive voice calls, ability make and receive PTT calls) is also supported in Workcloud Sync. In some cases, the product development approach taken to build a certain feature or address a certain use case in Workcloud Sync has been changed or improved.

The below outlines several general changes / improvements built into the Workcloud Sync product, compared to Workcloud Communication:

- Change / Improvement: one application in Sync vs multiple applications in Workcloud Communication.
  - *Why: simplify the management, deployment, user experience and various other aspects of the product.*
- Change / Improvement: user-based licensing vs device-based licensing.
  - *Why: more modern, industry standard software licensing approach.*

- Change / Improvement: SIP trunk approach in Sync to manage connection to PBX, vs extension-based connection approach in Workcloud Communication.
  - *Why: SIP trunk provides a more standard approach, simplifying and increasing consistency in how the product connects to different PBXs.*
- Change / Improvement: department selection vs role selection.
  - *Why: the learning from the current product is that user-role association is typically “static” (i.e., does not need to be selected / changed as frequently in the application by the user), whilst user-department association is typically changeable in a worker shift (i.e., user needs to change their department frequently in the application). Whilst role as an attribute that exists in Sync, the selection within the Sync application at initial launch will be focused on allowing the user to select their department(s) vs role(s).*
- Change / Improvement: Workcloud Sync introduces a comprehensive overhaul by adopting a Flutter-based development approach, unifying server architecture, leveraging REST APIs and webhooks, automating entitlement processes, employing Chrome Custom Tabs for authentication, and utilizing Admin Portal templates for user permissions.
  - *Why: Sync streamlines management and enhances usability by offering a consistent cross-platform experience, unified architecture, modern security measures, automated processes, and simplified user permissions management, ensuring a more efficient and user-friendly application.*

### What are the Sunset Features?

At this time, we are not sunsetting any Workcloud Communications features, there is a way to meet your use cases, or it is on the roadmap to be included. As an example, “On Duty” is not a feature but you will now see a “Presence Status” to see who is active in the app and working at that time. You may not be able to “Block calls from a group”, but you can “mute or silence” a group

## Section 2 – Preparation for the Transition

To support the successful transition to Workcloud Sync, please review the following items in your environment. These items may require your action to ensure that everything goes smoothly.

- Network: Workcloud Sync has new functionality (e.g., Video Calling) which may require additional bandwidth to perform optimally.
- Application deployment: Review the documentation referenced for supported options. Playstore or MDM.
- User source of truth: Zebra IDP or customer IDP: Review the documentation referenced for supported options.
- PBX compatibility and SIP Trunk set up: If purchasing the WORKCLOUDSYNC-PBXVOICE SKU, review the supported PBXs in the [Admin Guide on the Knowledge Center](#).

If support is required for configuration or implementation in any of the above areas, please contact your Zebra representative to understand the Zebra Professional Services options available.

The next section outlines the recommended and default transition steps from Workcloud Communication to Workcloud Sync.

## Section 3 - Customer Rollout Timeline

Transitioning to a new version takes communication, training, and partnership within the company and the field.

Below is a high-level **example** timeline with change management items for you to adapt to your culture and timing. Depending on your ownership, the below timeline may need to be adjusted to align with your upgrade plan and timing. You are transitioning not only End Users in the units/locations, but also System Administrators and users in the corporate office. You will need to communicate, prepare, and train at all necessary levels.

*If your company uses Profile Manager, different migration steps will be required. Please contact your Zebra representative for further details.*



Days	Action	Resources	Recommended Owner/Team
<b>T-120</b>	<b>Contract Renewal: Discuss with your Zebra representative regarding Sync transition.</b>  Complete the scope form and submit it by T-108. If you do not complete the <a href="#">survey</a> from the email titled: "Workcloud Communication to Workcloud Sync Transition", it will be noted that you do not have any requests or requirements for transition. Zebra executing the migration of customer data is an optional step, customer can manage full configuration and implementation independently if required.	Email	<b>Decision Makers</b>
T-113	Identify and create project team including members from IT, Training, Operations, Communications, Field Leadership, and any additional stakeholders.		System Admin Project Manager
<b>T-108</b>	<b>Place a purchase order for the applicable Workcloud Sync SKU (if unsure on the specific SKU to be purchased, contact your Partner or Zebra Rep). Upon acceptance and processing of the purchase order, a 'Welcome Email' will be sent to the administrator (e.g., the customer IT team). The administrator will then be able to login to the Workcloud Sync Admin Portal and see their production environment live.</b>		<b>Zebra System Admin</b>
T-108	Review User Guides, this Transition document, and FAQs for ideas of what is changing. Access to the Knowledge Center will be provided upon purchase order being accepted and processed.  Begin identifying features by user group and what will be beneficial. These benefits can be used for upcoming training and rollout materials	Knowledge Center Transition Document & Guides	Project Team

T-99	<p>Announce the new version is coming to your Leadership and Users.</p> <ul style="list-style-type: none"> <li>Share high level timeline of deployment and training. This should include anticipated training sessions &amp; go live dates</li> <li>Consider separate communications based on level of impact (Corporate, Unit/Location Teams and Field Leadership)</li> </ul>		Admins and Corporate Users in partnership with Field Leadership
T-90	<b>Sync data migration of user information complete (if required)</b>		<b>Zebra</b>
T-90 – T-60	<b>If PS option is taken, they will coordinate with you on proper profile alignment and hierarchy arrangement.</b>		<b>Zebra System Admin</b>
T-85	<p>Communicate any updates to Corporate, Unit/Location, and Field Leadership team.</p> <p>Highlight exciting newness and benefits identified from Guides and Transition Document by impacted user group.</p> <p>Consider providing a high-level overview and then tease out additional details through timeline to keep users engaged and excited!</p>	<p>Knowledge Center</p> <p>Release Notes</p> <p>Training Videos</p>	Operations and Communication Team
T-85	<i>Optional: Identify Unit/Location and Field Level champions. Use this group to help with testing and feedback on optimizing deployment. These users should be your Champions of Change. Consider leveraging these employees during training sessions/conference calls to share success stories and best practices</i>		Operations and Communication Team in partnership with Field Leadership
T-78	<p>Identify existing processes and any necessary updates. Partner with other department leaders internally.</p> <p>For example, update any training or policies on how to use Push-to-Talk or how to properly answer calls to the store/unit/location.</p>		Operations, Human Resources, Payroll, IT, etc.
T-71	Develop a benefits communication to illustrate the perks of the new upgrade and any new processes for each user group. Focus on features with enhanced functionality or provide time savings (Vido calls, Map, Forums, etc.)	<p>What's in it for me?</p> <p>Highlight how this is happening FOR them and how it will make things easier for them and others. Where possible, attach estimated effort savings</p>	Operations and Communication Team
T-64	<p>Review current training and develop a plan to update reference guides and videos.</p> <p>Develop strategy for testing and validating Preproduction environment.</p>	Knowledge Center	Customer Project Team: Admins, Communication Team, and Training Team

T-60	If PS is used, alignment of profiles will be done, and they will confirm the transition is complete.	Knowledge Center Onboarding Guide and videos	Zebra
T-53	<p>Communicate with Field Leaders and Department Leaders to show newness and gain adoption. Involve these Leaders to help with any change management initiatives.</p> <p>-Focus on Day in the Life scenarios to relate user experience</p> <p>Share timelines of training and deployment.</p> <p><i>Recommendation:</i></p> <ul style="list-style-type: none"> <li>- Engage Unit/Location Managers and Field Leadership champions for early buy in and feedback. Have each identify a key feature that can be spoken to during internal training. You can even provide these testimonials in a singular document for distribution</li> </ul>	Knowledge Center	System Admin and Operations, Communications, Change Management
T-46	<p>Complete Trainings at Corp.</p> <p>Create and post reference guides including FAQs.</p> <p>Highlight changes and reinforce expected behaviors.</p>	Knowledge Center	Admins, Communication Team and Training Team
T-39	<p>Determine strategy for Feedback Loop. How will users communicate obstacles, bugs, feedback, etc.? Is there a current system in place? Are there any modifications needed to the existing process?</p> <p>Reinforce current process or any updates to existing process</p> <p>Determine owner for reviewing and addressing feedback.</p>		Admins, Communication Team and Training Team
T-39	Engage with Unit/Location and Field Leadership Champions on early feedback.		Admins, Communication Team and Training Team
T-28	<p>Ensure end users are completely communicated to and aware of the change and when it will happen.</p> <p>Execute training and reference material at their levels.</p>		Admins, Communication Team and Training Team
T-14	Send change management communications in preparation for the change.		Admins, Communication Team and Training Team
T-0	<p><b>Switch to using Workcloud Sync.</b></p> <p><b>Discontinue use of the old system.</b></p>		<b>All</b>
T+7	<p>Address any post-training needs with Unit/Location, Store, and Corporate users.</p> <p>Update any training based on feedback.</p> <p>Consider publishing a “What We’ve Learned” communication, highlighting common obstacles</p>		Admins, Communication Team and Training Team (optional)



	or feedback and resolution/next steps. End users adopt at a higher rate when they feel heard!		
T+14	Determine ongoing training strategy for Unit/Location and Field Levels.		Admins, Communication Team and Training Team (optional)
On-going	Follow up asking for feedback and spot-check in periodically.  Update any training based on feedback  Consider “Did you know...” or efficient quick learnings in communications to foster an environment of constant learning and growing.	Reference Knowledge Center for Hidden Gems and Process Documents	

### Training Strategy Considerations

- Evaluate the level of impact and change across all areas and levels of your organization. Ensure that communication and training is delivered to all.
- Lead with benefit and value. Introducing users to the positive effects first will aid in adoption.
- Be inclusive- Solicit feedback often and include end users in the development of training materials.
- Training is an evolving process. Make modifications to materials as needed and keep users informed of updates.

## Section 4 - Resources

The [Knowledge Center>Sync](#) page contains many resources to help with your transition to Sync. You will get access to this page when your PO for renewal is processed.

Title	Includes	Pathway
Sync Transition FAQs	Frequently asked questions on features, functionality, and deployment process	Knowledge Center > Sync
This Transition Document	Features and benefits of Sync, an example deployment timeline and resource location	Knowledge Center > Sync
Sync App User Manual Admin Portal User Manual	Instructional documents for Administrator and Store Manager	Knowledge Center > Sync