



THE NEW FRONTIER IN BUSINESS SUCCESS

Wearable Technology

The "Office of the Future" is built on the notion that the workforce is increasingly mobile and the work environment itself is becoming smarter than ever. Next-generation technologies (such as wearables and the Internet of Everything) are expected to further accelerate workers' productivity and mobility.



More people are using wearable technology

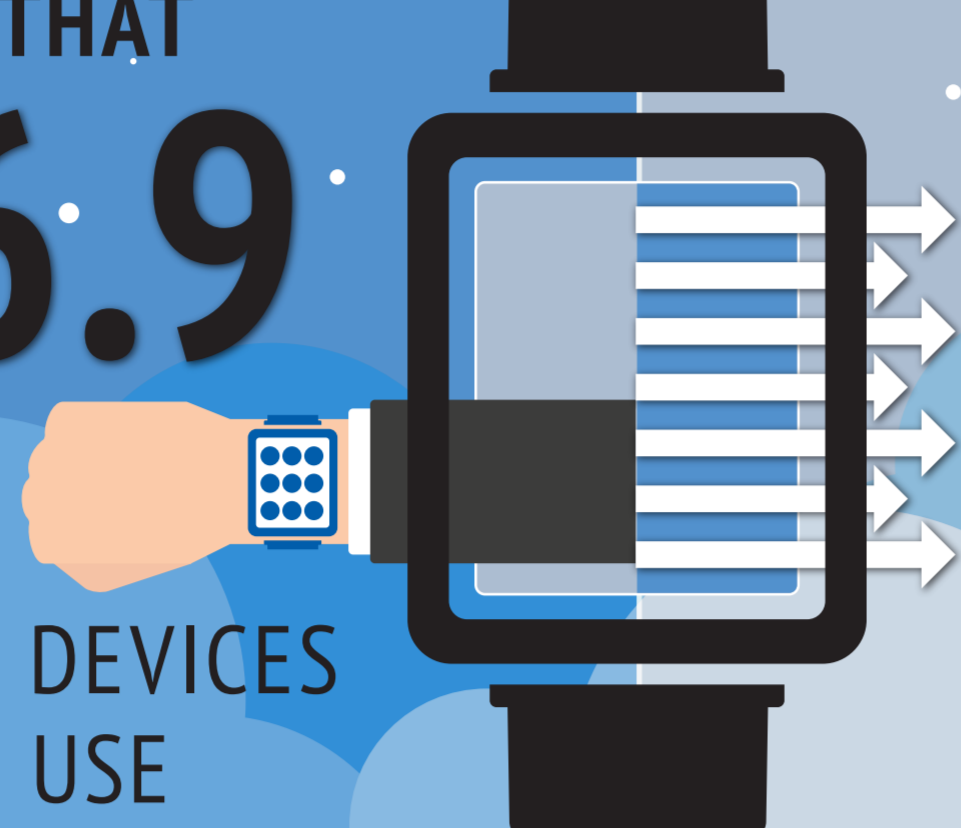
BY 2018

FROST & SULLIVAN PREDICTS THAT

176.9

MILLION

WEARABLE DEVICES WILL BE IN USE

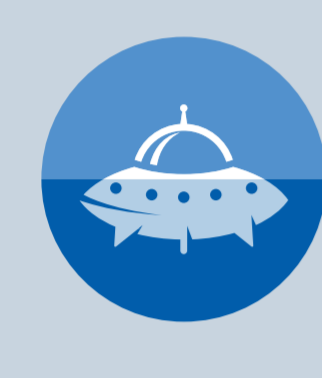
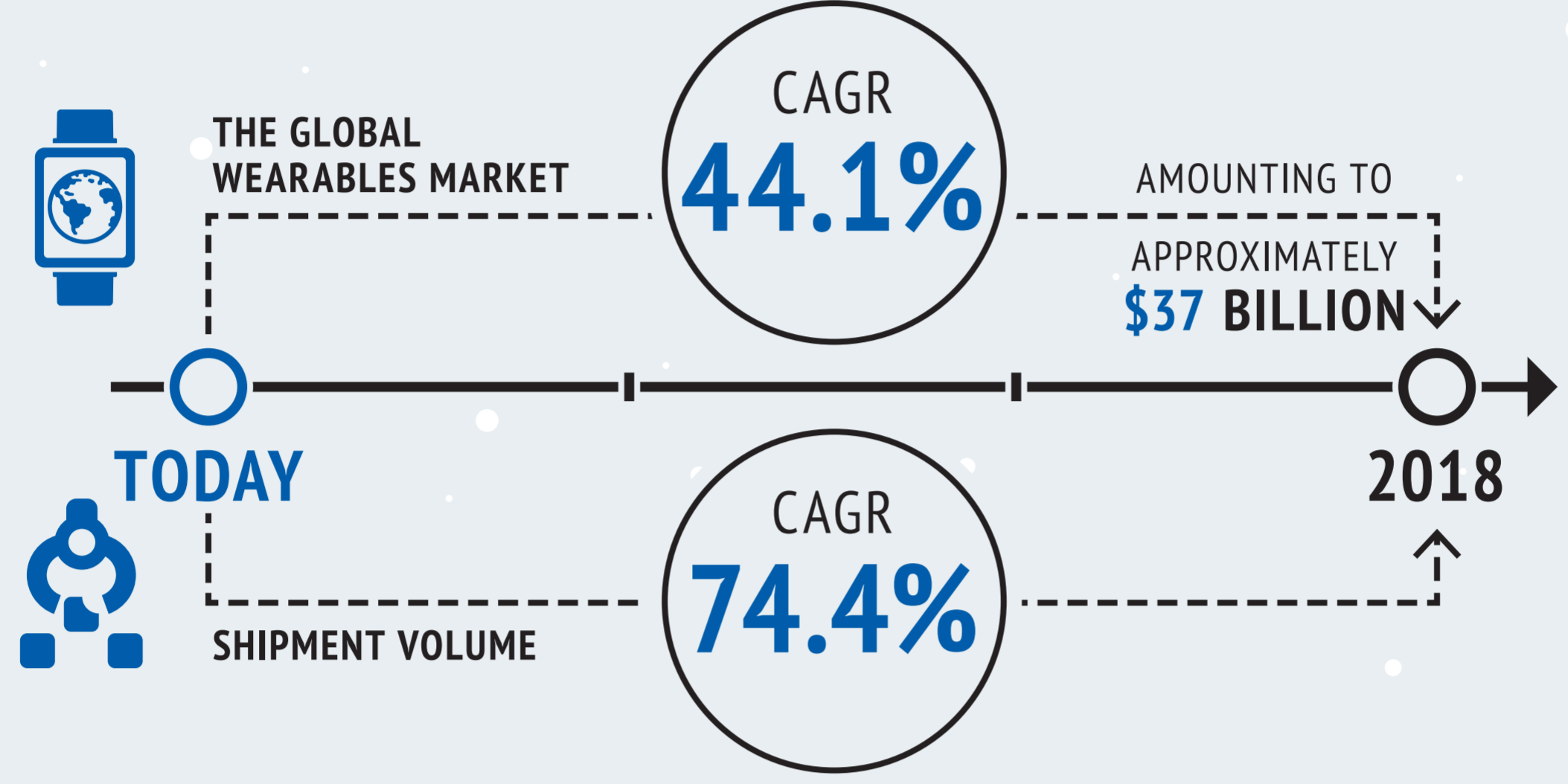


A SINGLE WEARABLE DEVICE'S TRAFFIC MAY EQUAL THAT OF

7

BASIC FEATURE PHONES

THE UPTAKE OF WEARABLE DEVICES IN THE ENTERPRISE SEGMENT IS EXPECTED TO BE **RAPID**



Wearable technology will make it easier to interact with customers

LOCATION-BASED SERVICES ON WEARABLE DEVICES DELIVER

THE RIGHT INFORMATION AT THE RIGHT TIME TO THE RIGHT USERS DEPENDING ON WHERE THEY ARE AND WHAT THEY'RE DOING



WEARABLES CAN* IMPROVE EMPLOYEE DECISION-MAKING, ENHANCE THE QUALITY OF THE INTERACTION, AND INCREASE PRODUCTIVITY

* When integrated with back-office systems like workforce management (WFM), supply-chain management (SCM), enterprise-resource planning (ERP), and customer-relationship management (CRM) software.

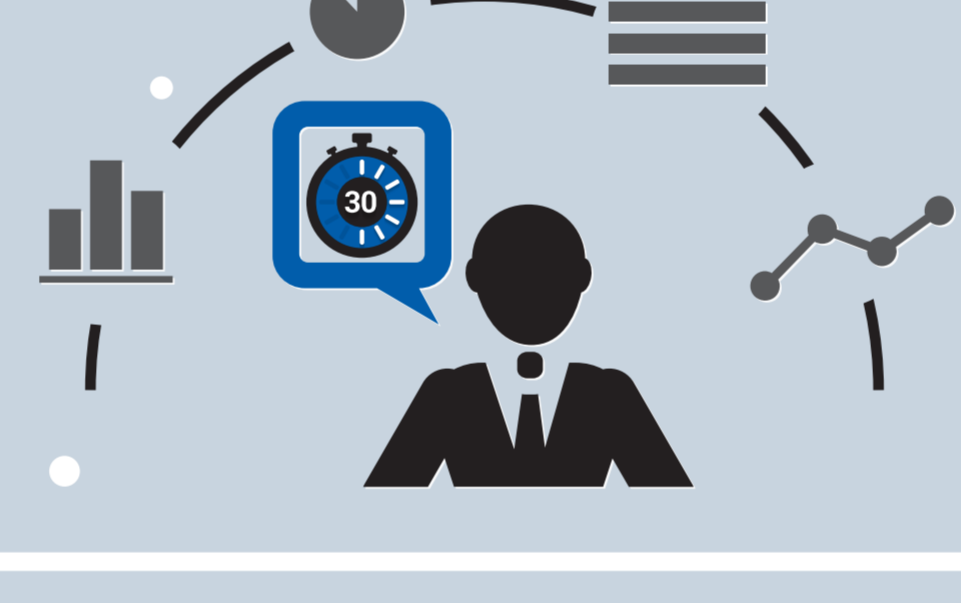


TODAY

20%

OF CUSTOMERS EXPECT A RESPONSE WITHIN **ONE HOUR**

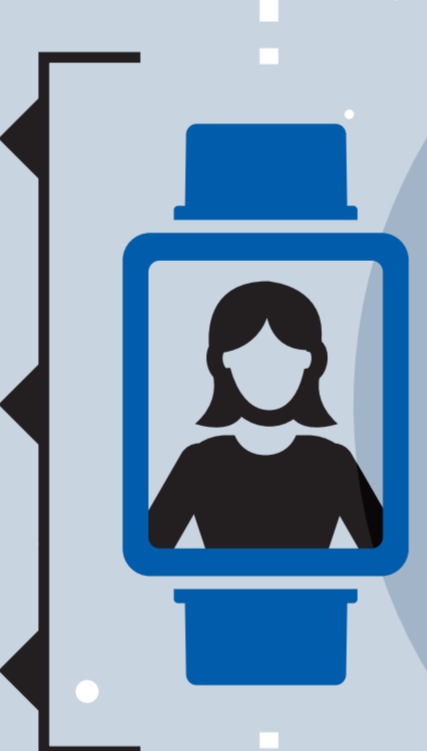
FROST & SULLIVAN RESEARCH SHOWS THE CUSTOMER RELATIONSHIP WILL BECOME EVER MORE **DATA-DRIVEN** IN THE FUTURE, AND THAT EXPECTED TIME TO RESOLUTION MAY CONTINUE TO **ACCELERATE**.



COMPANIES CAN COLLECT **REAL-TIME INFORMATION***

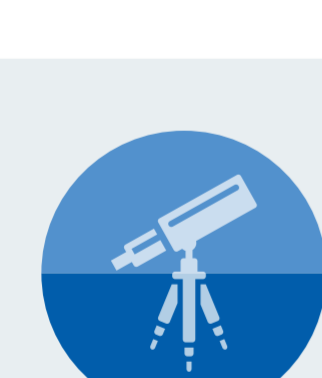
CONTINUOUS MONITORING HELPS TO

- HEALTH AND SAFETY
- WORKING CONDITIONS
- WORK PERFORMANCE



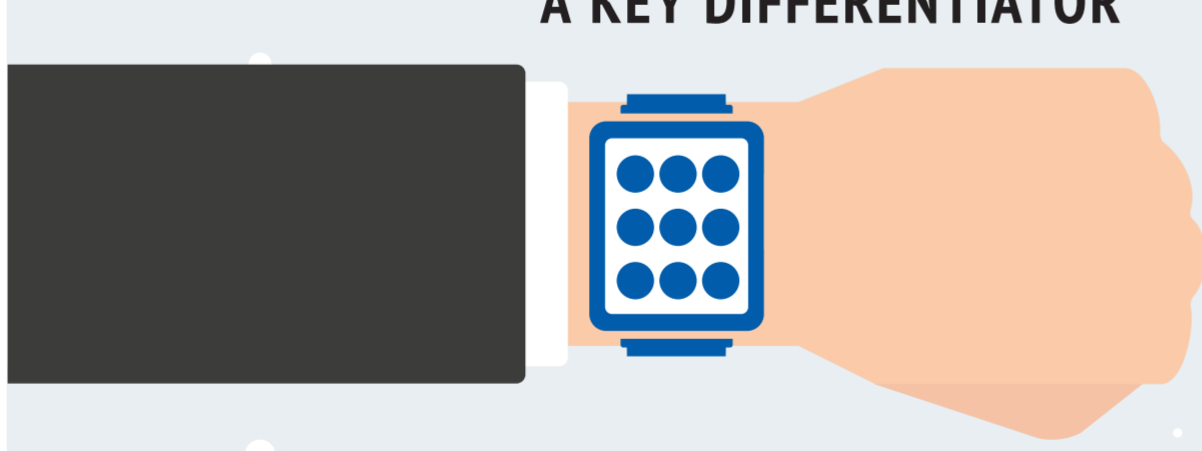
- ✓ IMPROVE SAFETY RATINGS
- ✓ REDUCE ACCIDENTS
- ✓ LOWER RESPONSE TIMES WHEN ACCIDENTS OCCUR
- ✓ ULTIMATELY REDUCE HEALTHCARE COSTS

* Including employees at remote locations.



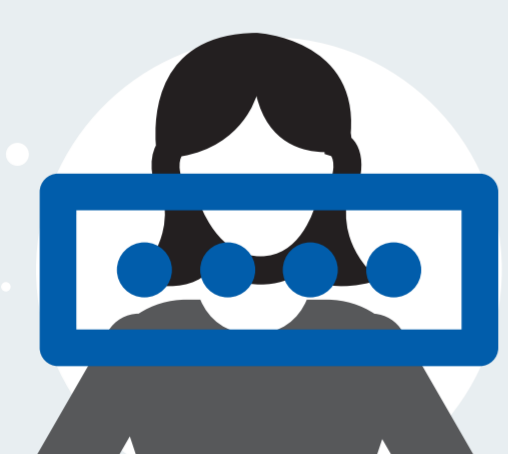
Wearable technology is the future of communication and employee management

A KEY DIFFERENTIATOR



WEARABLES HAVE THE ABILITY TO FUNCTION **HANDS FREE AND IN A NON-INTRUSIVE MANNER**

KEY BENEFITS OF WEARABLE TECHNOLOGY



THE ULTIMATE PASSWORD

As an extension of the physical body, wearables could obviate the need for user authentication by making **the human body the ultimate password**.



CASHLESS TRANSACTIONS

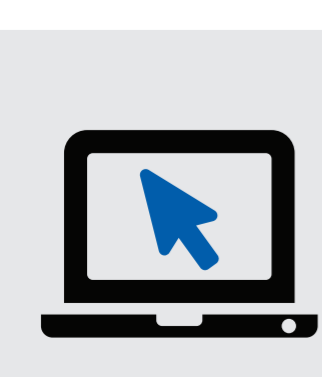
As an electronic device unique to every user, wearables could become a **safe payment gateway**, allowing the wearer to engage in cashless transactions.



EFFICIENCY IMPROVEMENT

Wearables can **improve efficiency** in many vertical markets, including manufacturing, retail & hospitality, sales, in-field service and support, and education.

Samsung's wearables are perfect for the new smart office



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