

Case Study



StepStone works more productively and pleasantly with Plantronics headsets

Company Profile

StepStone

www.stepstone.be

Location

Brussels, Belgium

Industry

Recruitment market

Headset Users

45

Challenge

Replace current headsets with robust, long life, wireless headsets that increase the user's comfort and freedom of movement and improve calling quality

Plantronics Solution

45 Plantronics **Savi Office** W720 headsets

Background

StepStone, one of the biggest career sites in Europe, helps candidates, companies and recruiters find each other and realise a perfect match. StepStone's websites are visited more than 3 million times per month and thousands of vacancies are posted online every day. StepStone's unique reach in the market enables it to meet all the recruitment needs of large and small enterprises all over the world, both for non-recurring job offers and for large-scale recruitment projects.

The company was established in 1996 and is currently active in 10 European countries, including the Netherlands, Belgium and Luxembourg. StepStone recently purchased TotalJobs in the United Kingdom and therefore grew from 550 to 950 employees.



Comfortable headset

StepStone places a lot of importance on customer service. In addition to its employees' knowledge and skills, good reachability and conversations with excellent sound quality play a role. "That's why almost all StepStone employees in the different departments in Brussels use a headset", says Serge Groven, Head of IT management, strategy and resources at StepStone. Groven continues: "A headset increases flexibility, freedom of movement, and productivity and is comfortable too. Headsets are particularly suited for our employees that make a lot of calls and need both their hands to operate a computer."

StepStone wanted new, wireless headsets that are more durable and comfortable. Groven explains: "We were using Jabra headsets, which broke quickly. At a certain moment we saw a Plantronics demonstration of the Savi Office W720 headset. I was immediately enthusiastic about the design and possibilities. The tops of the headset can be bent together and, more importantly, the Plantronics headsets do not break. Never." He continues: "Another problem with the old Jabra headsets was that we had to attach them to a telephone first. If you did not want to pick up the receiver then you needed a connector, which also broke quickly." The choice for the market leader in audio communication was obvious. "Plantronics has a good name because the company invents high-end headsets. Plantronics headsets have been used in the American space programme, for example in the Apollo Project."

PC, iPhone, or fixed phone

"The first experiences with the Plantronics headsets were extremely positive", says Groven. "The headsets have a fantastic range.

Our employees can make and receive calls from outside in the park. Because external sounds are cancelled, employees can work undisturbed and in full concentration. Moreover, good sound quality ensures that customers understand our employees much better now." The increased flexibility is also an advantage. "Our managers walk around a lot when they are talking to customers and thanks to the Plantronics headset they do not feel limited. If someone wants to get a coffee, they can simply continue the phone conversation. Employees walk around more easily now and are more relaxed in their work and during calls. This improves the contact with customers."

When asked to name a satisfied user Groven mentions the CTO at StepStone. "He can use his headset in combination with his PC, iPhone and fixed phone and he has the freedom to walk around the office because all calls come in via his Plantronics headset."

Microsoft Lync and Avaya IP Office

According to Groven the Plantronics headsets work great with other telecom solutions that are used at StepStone. "Within the company network we can call each other for free with the headsets via Voice over IP (VoIP) by Avaya IP office. That is possible thanks to Avaya's SIP trunking technology. We also use the headsets in combination with Unified Communications (UC) by Microsoft Live Meeting. In the future I hope to switch to Microsoft Lync, which can be integrated with Avaya IP Office. This will give us an integrated UC platform that can be used on a fixed PC, notebook, tablet or smart phone. Then you need a headset for good communication."

Support

"StepStone is very pleased with Plantronics' technical support and helpdesk", says Groven. "For example, we had a problem – which was our fault – related to connecting a headset cable and a telephone. Within 15 minutes the problem was solved by Plantronics' technical support. I think it is great that Plantronics' support centre is reachable immediately and you get support in flawless Dutch. I think it is important that we have a local support centre. Contact centres outside Europe are often of bad quality and the communication is much more difficult."

Cost savings

"Purchasing the new Plantronics headsets has resulted in cost savings and more productivity", concludes Groven. "We save costs with Plantronics because the headsets do not break as quickly. The old headsets also offered poor sound quality and were not comfortable to wear. I have never had a problem with the Plantronics headsets. The employees find them comfortable to wear because they do not affect their skin. Rubber on headsets often results in skin rashes near the ears, but that is not the case with the Plantronics headsets. The design of the headset is perfectly suited for daily use and they have a large range. Those are great advantages. Moreover, the sound quality is excellent. You have to adjust the microphones on the headset because they are very sensitive. That good quality is nice for our employees, which make up to 100 calls per day. The quality is also pleasant for customers, who can hear us properly. After all, it's all about good service."

