



BUSINESS

Success Story



Plantronics and InterCall – a seamless partnership in UC Lync Solutions

InterCall

intercalleurope.com

Location:

UK – HQ

Industry:

IT services and Telecommunications

Headset Users:

Over 100 InterCall Headset Users

Services:

A Microsoft Unified Communications (UC) Gold Certified Partner, who fully support and manage Microsoft Lync Solutions. These can be shaped around operational structure and business challenges end-to-end, understanding the importance of choice, flexibility, scalability and mobility, along with reducing costs and increasing productivity.

Business Challenge:

To consistently provide Lync certified headsets specifically for UC solutions.

OVERVIEW

InterCall is the Leading Global Provider of Conferencing and Collaboration services, providing optimised connectivity across voice, video and data. While delivering cost-efficient anytime, anyhow, anywhere access to vital communication tools. InterCall is a Microsoft Gold Certified Partner for Unified Communications (UC) and Hosting, and one of only three providers to offer complete audio conferencing integration with Lync Online, through their award-winning Reservationless-Plus platform.

A team of highly skilled and fully qualified UC and Microsoft Solutions Architects and UC Master Certified Senior Systems Engineers enable InterCall's 24/7/365 service delivery. They assess, design and deploy the right technologies to suit an organisations existing infrastructure for maximum optimisation and return on investment. InterCall employs more than 1,700 operators and customer service representatives.

PLANTRONICS UC SOLUTIONS INTEGRATE WITH INTERCALL'S UNIFIED LYNC 2013 PLATFORM

InterCall is well established and proven in delivering UC Lync solutions for both 'private and public cloud' environments. The relationship between Plantronics and InterCall stems over a decade, working in partnership to provide organisations with the most appropriate and effective UC solution, including compatible headsets and speakerphone technology.

Graham Rawles, Technical Director, InterCall adds: *"Key to our success is our ability to offer our customers unparalleled productivity and services with both tailored and fit-for-purpose UC Lync solutions. Effective communication and collaboration also relies on the headsets and/or speakerphones our customers want to select and use within their organisation and the Plantronics UC solutions are perfect in each given scenario."*

Plantronics Solution:

Voyager Legend UC MS Lync version
Savi 440 DECT Headset
Savi 700 Series Wireless Headsets
Calisto 240-M USB Handset
Calisto 620-M USB Speakerphone
Calisto P Series Speakerphone and PA50 Mic
Blackwire C Series-M USB Headsets

plantronics.

"Our working partnership will grow and grow as our respective customers understand and utilise our combined UC solutions."

InterCall has now launched its Unified Lync 2013 Platform to provide users with even more functionality and business value, including: Skype connectivity, Enterprise Voice, Video multi-party HD support and device integration – such as, smartphones, tablets, phones and PCs. Plantronics certified UC Lync solutions being used by InterCall and also promoted as part of this platform include: Savi DECT and wireless headsets, Calisto handset and speakerphone, Blackwire headsets and the Voyager Legend UC MS Lync version.

VOYAGER LEGEND UC MS LYNC AND INTERCALL'S UNIFIED LYNC 2013 PLATFORM

Plantronics Voyager Legend UC MS Lync certified headset provides ultimate mobility and flexibility to work alongside InterCall's Unified Lync 2013 platform. Intelligent technology allows the user to connect to calls through mobile and Bluetooth while 'on the road' but without any distraction of trying to manually connect wires to a laptop, phone, tablet or smartphone as a call is made. Therefore, there is an instant advantage of seamless communication coupled with safety, while delivering flexibility and efficiency – both key elements of a smarter working solution and environment.

Voyager Legend UC is designed to work in a mobile environment with precisely tuned microphone and DSP (Digital Signal Processing) to optimise voice and minimise background sounds. Smart Sensor technology intuitively directs calls to the headset allowing for automatic answering as the headset is placed in the ear. It proactively delivers voice alerts to announce caller, connection status and battery level as well as taking 'voice' commands, such as "answer" or "ignore". Voyager Legend UC also incorporates contextual intelligence, leveraging the proximity to the user's PC, updating mobile call state, PC calling coupled with a mini Bluetooth USB adapter.

Tanya Seaton, Channel Sales Manager of InterCall comments, *"Plantronics UC Lync certified solutions coupled with InterCall's Unified Lync 2013 platform is a marriage of Lync-minded and effective technology for our combined customers' communication environments. In a global yet virtual business environment, it's vital for our customers to be able to connect technology in real-time, for information and call sharing. But it's not just the combination of intelligent technology and solutions – as we also recognise that our relationship with Plantronics is second-to-none – giving us virtual support with quick turnarounds, great account management and the sharing of detailed information. We continue to build on this strong and ever-growing relationship with best practice awareness days, events and training; and it is obvious that our working partnership will grow and grow as our respective customers understand and utilise our combined UC solutions."*

PLANTRONICS – THE VOICE OF UNIFIED COMMUNICATIONS™

Plantronics offers one of the industry's most complete families of corded and wireless products for Unified Communications. Widely recognised for their sound quality, reliability and comfort, Plantronics' audio solutions help companies extend the benefits of IP communications throughout the extended enterprise, fostering better business communication and efficiency regardless of where professionals are working. To view our full range or to trial our products please call us on 0800 410014 or visit our website plantronics.com.

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TANYA SEATON
CHANNEL SALES MANAGER
INTERCALL

Benefits

- Combined and Intelligent technology for communication and collaboration in real-time
- Mobility, flexibility and safety with automatic call answering and voice commands
- Utilising Plantronics noise cancelling microphone, voice-dedicated DECT™ technology and enhanced Digital Sound Protection (DSP), delivering a more natural sounding voice and eliminating Wi-Fi interference and background noise
- Increased productivity and efficiency with linkage between PC, phone, smartphone and tablet coupled with information sharing, messaging and conferencing