



CASE STUDY

Plantronics UC Headsets and Smarter Working Day

Adds value to Bond's Microsoft® Lync 2013 environment

BENEFITS

- Substantial efficiency gains with UC environment and compatible headsets, reducing missed calls and increasing productivity
- Closer collaboration of colleagues across four main global offices
- UC headsets designed and delivered fit-for-purpose to enable user to maximise functionality and wear in their specific job functions
- Smarter Working Day delivers both best practice and insight on best practice of headset usage within a global UC deployment

OVERVIEW

Bond International Software is a global provider of software solutions in the field of Human Capital Management with Recruitment, HR and Payroll software and services. It is a world leader in staffing and talent management software for recruitment consultancies and corporations of all sizes. Headquartered in the UK and with over 40 years of experience, the Group also has offices in Europe, The Americas, South Africa and Asia Pacific with a global team of nearly 500 employees, 3,500 customers and over 140,000 users. Customers include some of the largest recruitment agencies in the world, some of the best known corporations and a large number of private and public sector organisations, including: Adecco, Capita, Hays, Kelly Services, Remploy and Tesco.

PLANTRONICS HEADSETS CORE PART OF MICROSOFT LYNC 2013 ENVIRONMENT

Bond originally invested in MS Lync 2013 for Instant Messaging and while renewing phone systems within the UK headquarters, considered traditional and MS Lync for telephony and voice.

Scott Bennett, Technical Services Manager for Bond comments: "Our ageing traditional PBX was not capable of addressing some of the technical challenges our evolving business was placing upon it. Further, due to its age, it was beginning to suffer from stability issues. So we kicked-off a project to replace it."

World-class communications

Bond International Software
bondinternationalsoftware.com

LOCATION

UK and Global

INDUSTRY

IT Services

HEADSET USERS

120

SERVICES

Specialists in the provision of Recruitment, HR and Payroll software and services

BUSINESS CHALLENGE

Delivering a telephony, messaging and voice environment for global communications collaboration

PLANTRONICS SOLUTION

Blackwire® 520-M and 710-M
 Voyager™ Legend UC
 Savi® W440-M



Scott continues: "From a technology point of view, we were extremely impressed with the benefits of migrating our telephony to MS Lync and the numbers added up in its favour too, when compared to offerings from the traditional telephony suppliers. But, we felt abandoning the traditional hardware-based PBX and phones-on-desks approach may be a leap of faith. We therefore decided to run a Proof of Concept by parallel running MS Lync, using Plantronics headsets, along with the existing solution, for around 50 users. So impressed where we with the PoC, that when the existing PBX had a hardware failure, some weeks later, we took the decision to migrate all of the remaining users to Lync. Even though the existing PBX was soon repaired, nobody wanted to be migrated back!"

The PoC was run with the assistance of Capita who provided some specialist technical consultancy and training to Bond's experienced IT team, who otherwise implemented the solution themselves. Capita organised and demonstrated Plantronics headset solutions including Bluetooth and DECT, to illustrate the options as MS Lync 2013 compatible. Bond decided on Plantronics Blackwire 520-M corded USB headset and 710-M Bluetooth enabled corded USB headsets, along with the Voyager Legend UC Mobile and Bluetooth headset and Savi W440-M USB Wireless headset – all for MS Lync and Microsoft OCS 2007. The Plantronics headsets have been deployed across the organisation with users including; helpdesk, development teams, telesales and field sales, and receptionists.

Plantronics headsets are designed to complement the many and varied job functions typically found in many of today's working environments, particularly UC with the integration of technology and communications – managing landline, mobile, and VoIP calls, as well as email, text and social media messages.

Scott adds: "Shortly after the rollout it was clear we were gaining benefits from the additional MS Lync functionality, such as improved communications between remote users and offices and the ability for staff to use Lync on the move, as if they were at their desk. Now, using Lync, we could implement our own telephone and web conferencing bridge, and continue to save money that we would otherwise be spending with external providers of these solutions. Our staff were using headsets that best suited their working environment, such as, our receptionists who have the wireless Plantronics Savi 440 so that they can take calls while they are servicing meeting rooms, telesales who use the corded Blackwire headsets, also paired to their mobile phones using Bluetooth, and our field sales with the Voyager Legend UC."

PLANTRONICS 'SMARTER WORKING DAY' DELIVERS INSIGHT AND BEST PRACTICE ADVICE

" Plantronics really evangelise their way of working within a UC environment with fit-for-purpose and optimised headset solutions coupled with best practice advice."

In addition to the headset deployment, Scott attended a Plantronics Smarter Working Day at the company's Europe headquarters, along with Bond's HR Manager, to gain further insight into Plantronics approach to headset delivery and working environments. Scott comments, "It was a day where we gained so much more as we were invited to see how headsets are designed, manufactured and tested. The Plantronics approach and advice to smarter working with UC was also very interesting as it really illustrated how to get the very best out of working with the varied Plantronics headsets coupled with MS Lync 2013."

Scott concludes: "Plantronics really evangelise their way of working within a UC environment with fit-for-purpose and optimised headset solutions coupled with best practice advice. We have also been very impressed with how Plantronics are so supportive and were prepared to provide a free trial of the headsets so we could make sure we chose the right solutions for each member of staff, team, and department and for the organisation as a whole. Their Smarter Working Day adds even more value to the whole process and us as a customer, making sure we have quality support and consulting as well as headset 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 recognized 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

Product list



Voyager Legend UC



Blackwire 520-M

Blackwire 710-M



Savi W440-M

