



BUSINESS

Success Story



Glarner Kantonalbank and Plantronics – headsets create a truly mobile workplace

Glarner Kantonalbank
www.glkb.ch

Locations:

Glarus, Switzerland – seven locations in the canton of Glarus

Sector:

Banking

Number of employees:

180

Number of headset users:

160

Services:

As a well-established universal bank, Glarner Kantonalbank primarily offers financial services for residents of Glarus as well as for companies and real estate customers based in the canton. In keeping with the cantonal bank's guiding principle of "growing together," it offers a range of financial and investment solutions for all stages of life.

Background:

Plantronics was selected as the headset partner for the "Workplace 2013" project, and tasked with making workplaces at Glarner Kantonalbank smart, flexible, modern, efficient and mobile. Unified communication is a key component of this concept.

OVERVIEW

Glarner Kantonalbank (GLKB) offers its employees a modern, efficient place to work that not only supports new workplace models, but also allows advisors, project employees and managers to adopt a flexible way of working. Instead of PCs, the bank uses Lenovo Helix Ultrabook tablets. In order to take full advantage of unified communication (UC) and make its workplace truly mobile, GLKB has invested in Plantronics headsets. No other headset on the market can rise to the demands of a mobile working environment like the Plantronics Voyager Legend UC – which can be connected to both a smartphone and a laptop at the same time.

Glarner Kantonalbank wants to provide its 180 employees, based at seven sites in the canton of Glarus in Switzerland, with a working environment that is as modern and comfortable as possible, and the design of the workplace is a key factor in achieving this goal. For GLKB, the smarter working approach must allow new workplace models to be introduced, and employees must feel at home in their workplace. Hanspeter Rhyner, CEO of Glarner Kantonalbank, explains: "Work should be fun, which is why we strive to offer modern working environments."

Ralf Luchsinger, Head of IT at Glarner Kantonalbank, describes the high demands placed on the "Workplace 2013" project: "We wanted a mobile, flexible workplace that can be implemented everywhere. For this reason, we opted for a touch enabled device that delivers every application our employees need, meets our requirements both with regard to mobility and security, allows the integration of communication services and provides a cost-effective solution." Luchsinger highlights another important factor – the value chain in banks is changing: "The telephone is becoming more and more important, and banks need to be innovative in this respect."

ALL REQUIREMENTS FULFILLED

GLKB's IT strategy calls for the consolidation of Microsoft products – Windows 8.1, Office 2013 and Lenovo Helix Ultrabook tablets (with docking stations) form the cornerstones of the new workplace. Unified collaboration is only possible thanks to Outlook and Lync 2013. Since compatibility with Lync is a deciding factor in determining which end device can be used as a headset, Plantronics (fully compatible with Lync) was asked to help evaluate and benchmark the headsets.

plantronics.

Plantronics Solution:
Voyager Legend UC
Savi 440
Calisto 620



"Our employees are extremely happy – the Plantronics headset is a very well thought out product."



GLKB employees were also actively involved in the selection process and given the opportunity to test different headsets. They found that some of the headsets they tried were no longer comfortable even after wearing them for just one hour, while others really tried their patience in terms of usability. But this was not the case with the Plantronics Voyager Legend UC. *"Having seen a live demo, our minds were made up – Plantronics impressed us",* explains Ralf Luchsinger. *"Our employees are extremely happy – the Plantronics headset is a very well thought out product."* The Voyager Legend UC headset meets all the requirements of a mobile working environment: the finely tuned sound quality, level of comfort, use of spoken commands and suppression of background noise.

Some 140 Voyager Legend UC headsets are in use at GLKB, as well as Savi 440 DECT headsets and the portable, wireless Calisto 620 hands-free system for conference calls.

IT WOULDN'T BE A MOBILE WORKPLACE WITHOUT A HEADSET

When the new workplace was introduced, employees received training in Office 2013 and Lync. Training sessions were held at the bank and initially with power users were trained up. The bank then arranged training (with ten employees per session) to familiarise employees with their new workplace. Luchsinger sees the internal training sessions as one of the key factors contributing to the success of the swift, smooth transition.

The new workplace is now completed in all areas of the bank – direct sales, managers, project employees and customer advisors are all making use of the new equipment. Now when customer advisors are with customers, for example, they always have all the important information to hand on their tablet. Ralf Luchsinger is pleased: *"Previously, our employees almost never worked from home, but now they have everything that they need on their personal devices – all personal data, programs and settings are always to hand, so they can work whenever and wherever they are most productive."*

In the office, users enjoy a high level of comfort while wearing the headsets – they can move about as they please without being restricted by wires – and this comfort is reflected on the phone: If you feel better, you sound better too. And it's not just the sound that has improved – the ergonomics have too: Spending hours at a time with a phone propped between your head and your shoulder is not only extremely uncomfortable, it's bad for your health too. Whether in the bank, while on the move or when working from home, Luchsinger is extremely satisfied with the results: *"A modern workplace would not be able to function without Plantronics."*

"I COULDN'T BE WITHOUT THE HEADSET"

Hanspeter Rhyner, CEO of Glarner Kantonalbank, gives his verdict: *"I couldn't be without the headset – it makes life so much easier. It is light, comfortable and opens up all kinds of technical possibilities, plus I can use it with both my smartphone and the Lenovo Helix. The headset gives me flexibility – I use it every single day."*

SIMPLY SMARTER COMMUNICATIONS – SOLUTIONS, TOOLS AND TECHNOLOGY FOR GREATER PRODUCTIVITY AND EFFICIENCY

Plantronics' vision of "Simply Smarter Communications" involves smarter, intuitive communication and the development of new, innovative mobile communication solutions, technology and tools, so that people can be reached no matter where they are or what means of communication they are using.

Our audio solutions are the key interface in unified communications. They link the various means of communication, such as landline phones, cell phones and PC softphones, and allow truly smarter working – with optimum sound quality and no disruptions to communication. To find out more, please get in touch **+44 (0)1793 842200** or visit our website at plantronics.com.

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RALF LUCHSINGER
HEAD OF IT AT
GLARNER KANTONALBANK

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