



CASE STUDY

Savi® W720 Proves Flexible, Agile and Robust with UC in PGI

BENEFITS

- Three-way connectivity lets PGI users easily switch and mix audio between PC, mobile and desk phone calls
- UC presence automatically updated when on a PC, mobile or desk phone call
- Automatically routes mobile audio to whichever device you pick up – headset or mobile phone and easily transfer audio between headset and mobile phone to take calls on-the-road
- Conference in up to three additional headsets and guests can continue through multiple calls
- Noise-cancelling microphone reduces background noise interruptions and SoundGuard® eliminates sudden high sound levels and prevents average noise level exceeding 85dBA

OVERVIEW

Founded in 1991, PGI has been a leading global provider of collaboration software and services for over 20 years. The company's cloud-based software applications allows business users to connect, collaborate and share ideas and information from their desktop, tablet or smartphone, enabling greater productivity in the office or on the go. Since 2010, PGI has hosted more than 1.1 billion people from 137 countries in over 250 million virtual meetings and empowered over 45,000 enterprise customers, including 75% of the Fortune 100™, with a collaborative advantage. PGI employs around 2,100 employees and has a global footprint in 25 countries.

PLANTRONICS SAVI W720 DECT 'FIT-FOR-PURPOSE' WITH UNIFIED COMMUNICATIONS

PGI and Plantronics share a long-standing working relationship spanning 10 years, with headsets solutions typically used in the contact centre. Most recently and over an 18 month period, PGI ran a trial with the Savi W720 DECT and wireless headset to complement their UC environment. This trial predominantly took place in the company's UK and Ireland offices.

“ To complement the nature of our business and our UC environment we needed headsets that would provide ease in connectivity across multiple devices.”

Kieron Gallagher, Team Leader Network Operations EMEA at PGI, explains: “To complement the nature of our business and our UC environment we needed headsets that would provide ease in connectivity across multiple devices, be robust for long periods of time of use and, of course, be comfortable to wear. Staff not only work from desks, but need the freedom to move around the office and often use an pod

World-class communications

PGI
www.pgi.com

LOCATION
UK and across EMEA

INDUSTRY
IT Services

HEADSET USERS
300+

SERVICES
PGI is the largest dedicated provider of collaboration software and services. PGI created iMeet™, an expanding portfolio of purpose-built applications designed to meet the daily collaboration and communications needs of business professionals, with solutions for web, video and audio conferencing, smart calendar management, webcasting, project management and sales productivity.

BUSINESS CHALLENGE
Delivering a fit-for-purpose and UC certified headset solution for mobility, and flexible and agile working.

PLANTRONICS SOLUTION
Savi® W720



COLLABORATIVE ADVANTAGE

and bridge conferencing facilities for calls. We tested a few headset solutions with Plantronics and with their help and advice, selected the Savi W720 as it is fit-for-purpose plus more..."

The Savi 700 Series is fully optimised for UC, seamlessly managing all PC, mobile and desk-phone calls, and automatically updates 'presence', which means that PGI colleagues can see each other's availability. The headset is ideal for fixed desk or flexible office workers who need to make all of their devices work together as well as providing a high level of audio quality in noisy environments. Also, PGI can conference-in up to 3 additional headsets, which is ideal for team leaders and supervisors who may want to 'sit in' on a call as a guest or for training purposes.

Kieron continues: "The Savi trial was most successful and the headset is being used by all business functions across the UK, Ireland and EMEA – sales, marketing, finance, team leaders, supervisory staff and customer service. Some of the core features we like are use with PBX, desk phone, mobile and VoIP as well as the call range and comfort with the over-the-head options. PGI is a 24/7 and global operation so we are 'online' and available permanently and we need our headset solutions to be able to perform in exactly the same way."

SAVI W720 IDEAL FOR CALL CONFERENCING AND CALL SWITCHING

The Plantronics Savi range is designed for professionals who use a mix of PC, mobile and desk phone communications while in the office for conference calls, webinars, video conferencing and listening to multimedia, which makes the Savi W720 ideal for PGI staff and their business of collaborative communications solutions. Savi is capable of handling calls from all telephony devices and acting intelligently by, for example, supporting up to 3 additional Savi headset users being connected to live calls while maintaining audio quality and natural sounding call clarity.

Kieron adds: "For me personally, using Savi allows me to switch easily between PBX and mobile and feedback from our users is a high percentage of approval due to the requirements of their roles and that headsets are typically and heavily used 24/7 because of the nature of our business and where we have a lot of split shifts."

Plantronics support has also been key to the success of the Savi trial within PGI, offering advice and solutions that are not only designed and fit-for-purpose in PGI's UC environment, but also durable and of high quality for all day wear comfort and for health & safety with sudden noise-cancelling and sound guarding to ensure wearers do not experience sound levels exceeding 85 decibels – meeting Health & Safety legislation.

"The help, advice and support we receive from Plantronics complements the quality of their headset solutions."

Kieron concludes: "The help, advice and support we receive from Plantronics complements the quality of their headset solutions. We set our business objectives and criteria, and Plantronics has supported us along the way with headset solutions that are not only conducive to our needs and working environment, but also make sure our staff are equipped with quality headsets that are comfortable and safe to use with their well-being in mind."

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.

ABOUT PREMIERE GLOBAL SERVICES, INC. | PGI

PGI is the world's largest dedicated provider of collaboration software and services. We created iMeet®, an expanding portfolio of purpose-built applications designed to meet the daily collaboration and communications needs of business professionals, with solutions for web, video and audio conferencing, smart calendar management, webcasting, project management and sales productivity. PGI's award-winning unified communications and collaboration (UC&C) solutions help nearly 50,000 businesses grow faster and operate more efficiently. To learn more, visit us at pgi.com

Plantronics Solution



Savi W720

OPTIMIZED FOR
Microsoft® Lync™



To view our full range or to trial our products please call us on **0800 410014** or visit our website plantronics.com