

Case Study



SupraPlus® 100 per cent reliable, durable and robust across Aviva UK

Company Profile

Aviva UK General Insurance
www.aviva.co.uk

Location

Norwich and sites across the UK

Industry

Financial Services

Headset Users

Over 8,000 in seven centres of excellence

Services

General Insurance

Business Challenge

Ensuring all headset users are equipped with the highest quality solutions

Plantronics Solution

SupraPlus®
CS60

Overview

Aviva is a leading provider of general insurance products in the UK and across Europe with substantial positions in other markets around the world, making it the world's sixth largest insurance group. Aviva's main activities are long-term savings, fund management and general insurance - including car, home and travel.

SupraPlus® continues to provide reliability, durability and robust headset operations

Aviva UK General Insurance operates seven centres of excellence across the UK with thousands of headset users handling inbound and outbound sales calls, customer services and back-office operations.

The relationship with Plantronics spans over 10 years with the provision of headsets, services and support that has continued seamlessly as Aviva UK most recently upgraded their telephony environment to Voice over IP (VoIP).

Benefits of SupraPlus®

- Wideband audio and enhanced noise reduction for busy Aviva UKGI contact centres
- Lightweight, comfortable and robust design for all day wear
- Single-cable binaural or monaural receiver options to suit individual user
- Replaceable voice tube compliant for Aviva UKGI hygiene requirements
- Ongoing support provided by Plantronics as part of Aviva UKGI VoIP rollout



“The SupraPlus® range provides the clarity and audibility we need with the quality we would expect in that we just take them out of the box with 100 per cent confidence that they will work first time.”

Shona Anderson, Aviva UKGI - Measurement & Insight - Telephony Project Manager

Shona Anderson, Aviva UKGI - Measurement & Insight - Telephony Project Manager comments, “Our relationship with Plantronics goes back many years and we continue to maintain a strong working partnership with them. We predominantly use the SupraPlus® corded headsets and do have some CS60 wireless headsets for our back-office operations where users need more flexibility to move around the office while on the phone with a customer. We have deployed IPCC VoIP across 8,000 users within our General Insurance business, all continuing to use SupraPlus® as standard. Aviva UKGI also has around 3,000 SupraPlus® users across other parts of the organisation.”

With the roll-out of VoIP, Plantronics also helped and supported this process with acoustic level tests to ensure users had the most appropriate configuration for their individual requirements and use of SupraPlus®, for example, monaural or binaural, ear cushions and removeable voice tubes.

Shona continues, “Before and during the VoIP rollout and as always, we continue to receive outstanding support from Plantronics not only with the reliable, durable and robust headset solutions provided but also with their proactive attitude in helping us deliver the right headsets for each user dependent on their needs and working environment, which is essential for a long working day, comfort and levels of talk time. Trust and reliability are two words I would use in our relationship with Plantronics.”

Shona concludes, “Aviva UKGI operates incredibly busy centres of excellence handling up to 16 million calls per year and providing our customers with the best possible products and services, and we need to ensure that our communications technology is reliable and supports this process. The content and discussion in every customer interaction needs to be clearly audible for both the customer and adviser and we rely heavily on the quality and functionality of our Plantronics headsets.

The SupraPlus® range provides the clarity and audibility we need with the quality we would expect in that we just take them out of the box with 100 per cent confidence that they will work first time.

In addition, hygiene is a key factor for our advisers and we are extremely pleased with the removable voice tubes that we can easily replace or clean. We continue to work closely with Plantronics as we move our centres of excellence forward and are always interested in the innovative headset solutions Plantronics continue to deliver to the market.”



Plantronics SupraPlus® Headset



Plantronics CS60



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 01793 842 426 or visit our website www.plantronics.com

To read more on how we've helped others, please visit www.plantronicscasestudies.com

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