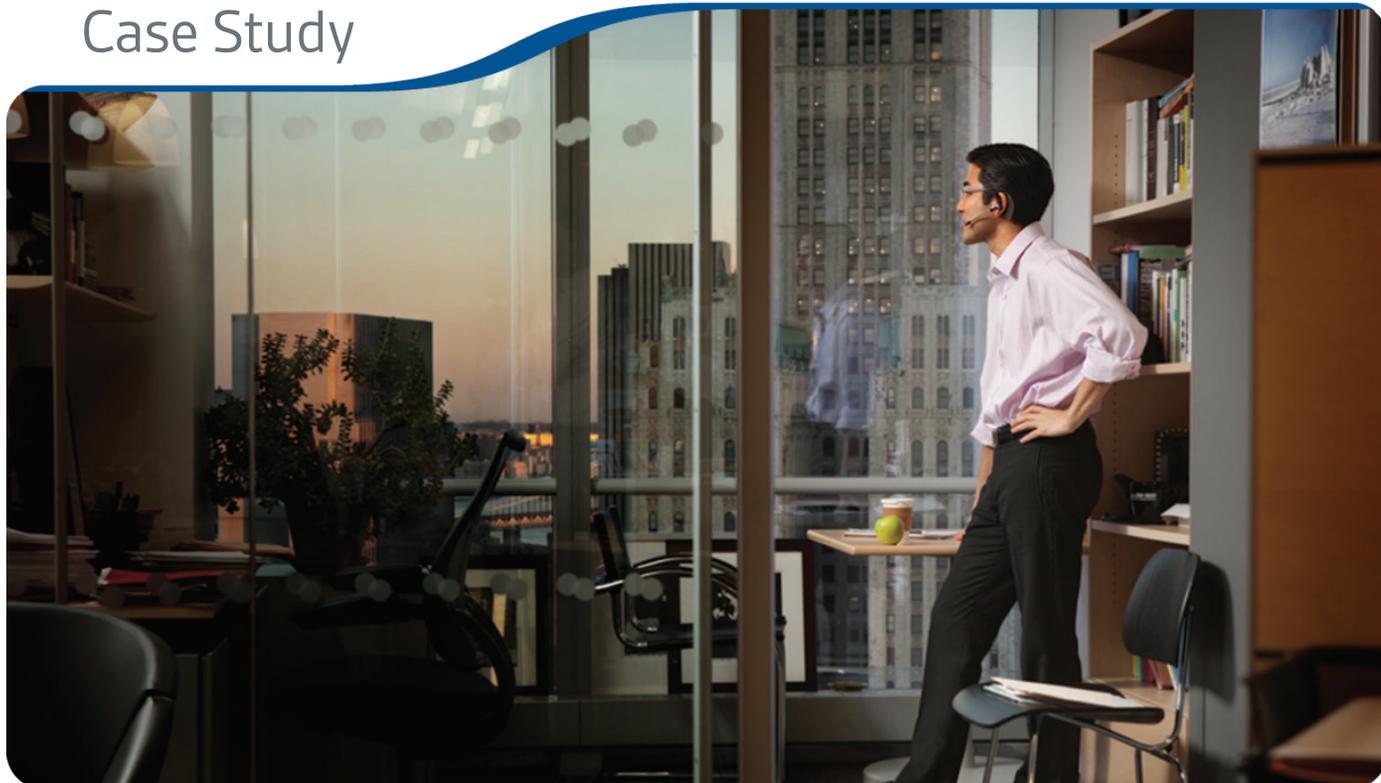


Case Study



Delivering vital comms services to an ageing population

Company Profile

Bield Housing Association
www.bield.co.uk

Headquarters

Edinburgh, Scotland

Industry

Public Sector

Headset Users

39

Services

Housing, care and support services for older people

Business Challenge

To ensure every member of staff has a reliable and flexible headset to meet the demands of their vital 24/7 helpdesk and emergency services, and everyday operations

Plantronics Solution

Savi™ Office monaural and binaural headsets with charger base units

Background

Based in Edinburgh with offices in Glasgow and Dundee, Bield Housing Association is a Not for Profit (NFP) organisation with charitable status providing housing and services for older people since 1971. Around 15,000 older people in Scotland benefit from housing and services Bield provide. More than 1,200 staff help to provide housing, care, support and community alarm services.

As a National Housing Association, with housing and services spread across 22 Local Authority areas of Scotland, Bield are a forward thinking organisation constantly seeking new and innovative ways to support their 24/7 operations. Bield value its staff and invest in the most appropriate equipment, regular training and support. Part of this is now supported by Plantronics for headset solutions.

Benefits

- Ease of use with one-button pairing of headset to base
- Flexibility as the split design allows for more flexibility in hot-desking
- Additional option of the charging block reduces the power usage when keeping headsets charged for hot-desking
- Ability to pair multiple headsets to the single base for listening in and coaching
- Power consumptions reduced with adaptive Batteries



Using the Plantronics Savi™ Office headset means nothing has to be unplugged – each member of staff can use their own headset and just plug into whichever docking station is at the desk they are using. The solution is easy to use and works well.”

David Bolton, IT Officer for Bield Housing

Plantronics Supports 24/7 Operations

Bield Housing operate a dedicated 24/7 helpdesk and emergency service in their Glasgow site, with 39 staff working shifts to ensure continuity of support and service. After trialing the Plantronics wireless headset range, Bield made the decision to move away from its GN Jabra GN Jabra wireless headsets to the Plantronics Savi™ Office range with monaural and binaural headsets and charger base units. Plantronics solutions are also used in the Edinburgh office, particularly in reception and the IT helpdesk.

David Bolton, IT Officer for Bield Housing explains, “Plantronics approached us to see if they could help our business with any of their current products knowing we had used Plantronics before. I explained our requirement for wireless headsets at our BR24 call centre in Glasgow and Plantronics could offer a solution.”



Plantronics Savi™ Office headset

Savi™ Office delivers for Bield

Savi™ Office is the wireless headset system built to unify voice communications. This enterprise-grade headset system connects to both your desk phone and PC, providing the business critical sound quality necessary in today's working environment. With Savi™ Office users can mix and match calls between PC and desk phone—conveniently combining a desk phone call with a PC call for realtime collaboration, or easily switch from one type of audio to another. Savi™ Office also provides long wireless range for natural movement along with interactive software for personalisation and an adaptive battery system providing an energy efficient approach to power usage.

David continues, “We had two Jabra units which had to get swapped over each time for different people to use and existing cable headsets for 30 operators. Using the Plantronics Savi™ Office headset means nothing has to be unplugged – each member of staff can use their own headset and just plug into whichever docking station is at the desk they are using. The solution is easy to use and works well.”

David concludes, “The headset trial went really well, so much so we have placed Savi™ Office into our Edinburgh office and our BR24 office have placed a large order for base units, charging units and separate headsets. I would purchase Plantronics in future and recommend Savi™ Office. The headsets are well built, feel more substantial than other headsets used previously and have very good sound quality.”

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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.plantronicscasesstudies.com

