



BUSINESS

# Success Story



## SupraPlus and Savi Handle Mission-Critical 24/7 Calls with Plantronics and Computacenter

**Computacenter**  
[computacenter.com](http://computacenter.com)

**Location:**  
UK

**Industry:**  
IT services

**Headset Users:**  
100+

**Services:**  
A leading independent provider of IT infrastructure services, Computacenter advises customers on their IT strategy, implementing technology and managing their technology infrastructures.

**Business Challenge:**  
To provide quality and ergonomically designed headsets for 24/7 wear along with 'smarter working' for 'super users' with wireless headsets for use with Microsoft Lync.

### OVERVIEW

Computacenter is Europe's leading independent provider of IT infrastructure services advising customers on their IT strategy, implementing the most appropriate technology and managing their technology infrastructures. They deliver on-site services in nearly 60 countries and supply IT hardware and software to customers in more than 100 countries. Corporate and government clients are served by offices in the UK, Germany, France, Benelux and Switzerland; as well as a Group Service Desk, which has operations in the UK, Germany, Spain, South Africa and Malaysia. Via this shared service facility, more than 1,100 native-speaking employees provide end user support in 18 languages, and Computacenter handle in excess of four million contacts per year.

### PLANTRONICS SOLUTIONS AN INTEGRAL PART OF UK OPERATIONS CONTROL CENTRE

Computacenter in the UK provide an Operational Command Centre (OCC), which is a 24/7 centre of excellence delivering IT operations to managed service customers, all encompassed across 3 core sites underpinned by ISO20000 and ISO270001 accreditations.

To illustrate the scale of this 'mission-critical' environment the OCC has for customers and yearly: managed some 5,000 major incidents, identified 6,000 root causes and recommended prevention from reoccurrence, processed 10,000 technical incidents per month by teams, proactively managed 3 million events, run 32.1 million customer batch jobs and completed 340,000 scheduled tasks.

Computacenter had never experienced or used Plantronics solutions and wanted to provide OCC teams with headsets that were reliable, of good quality, fit-for-purpose and ergonomically designed. David Maskell, Head of OCC Infrastructure Services comments, "We were aware that Plantronics held an exceptional high standard in the industry and could meet our criteria for headset selection. The OCC personnel resolve a multitude of mission critical customer issues and queries on a 24/7 basis and we needed a headset that would hold up to the rigours of a very busy transient work population in a large open-plan office environment, with many work stations in close proximity to one another."

SupraPlus Wideband is ergonomically designed for over-the-head and all-day wear delivering quality customer communications with more natural sound and clearer

**plantronics**

**Plantronics Solution:**  
SupraPlus Wideband  
Savi 700 Series Wireless

"The support we receive from Plantronics is very good. This is reflected in Computacenter being awarded Plantronics SI partner across EMEA."

communications. It is fully compatible with standard band environments and has Ultra Noise-cancelling to screen out background noise and reduce distractions, and has a Quick Disconnect cord that lets the user walk away from their phone and desk without removing the headset.

David continues, "We recognise SupraPlus as a best-in-class headset and as a business we focus on the importance of delivery to our customers with a quality experience and service. Used by our second and third line support analysts for both inbound and outbound calls, who are dealing with complex and mission-critical customer issues; we have seen that both the audio quality and the Ultra Noise-cancelling feature in SupraPlus has improved staff productivity as they can clearly articulate what the end user's issues are and resolve first time and consistently, therefore enhancing our customers' overall experience. We have noticed and recorded an increase in number of calls answered, fewer missed calls and quick call resolution times."

#### COMPUTACENTER 'SUPER USERS' ENJOY SMARTER WORKING WITH SAVI 700 AND MICROSOFT LYNC

Most recently, Computacentre UK has provided some of its super users with the Plantronics Savi 700 wireless headsets designed for use with Microsoft Lync and to provide smarter working with more flexibility and agility. In a Unified Communications (UC) environment, these super users now have the ability to integrate multiple devices that they use on a daily basis, allowing them to seamlessly switch from their desktop soft client, for example, Lync to their Cisco IP phone and also connect via their mobile phone. This is resulting in increased productivity and mobility due to the hands-free technology being integrated into Computacentre's existing IPT infrastructure.

Plantronics Savi 700 series is designed for UC environments and smarter working. As a wireless, convertible headset with multi-device connectivity and 120 meters of wireless range, this is allowing Computacentre's super users even more flexibility working with Microsoft Lync and in their busy, 24/7 environment. Three-way connectivity between desk phone, PC and mobile automatically routes their calls with one-touch answer and call control.

David comments, "The Savi 700 series headsets that have been deployed to our super users have benefited us in a number of ways. They are clearly more productive as they can easily manage phone calls across three devices: Desktop Phone, PC and Mobile phone. Furthermore they can choose the wearing style that's right for their personal comfort and use the one-touch call answer/end, volume, mute and flash functions to manage their calls anywhere on our site, with the increased mobility and freedom."

David concludes, "The support we receive from Plantronics is very good. This is reflected in Computacentre being awarded Plantronics SI partner across EMEA, which further supports the value adding partnership that exists between our two organisations. I am also aware that Plantronics High touch and Account Management teams are regularly in contact with both our sales and procurement function in driving product awareness of new product launches and also providing after sales support following the sales cycle. Computacentre recognise Plantronics as a value adding partner and one of the market leaders in the UC space. We believe from an operational perspective and following deployment that we will continue to improve our problem resolution and speed to market in delivering our customers world-class customer service and maintain our position as Europe's Largest Independent services and solutions partner."

#### 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 0800 410014 or visit our website [plantronics.com](http://plantronics.com).

© 2013 Plantronics, Inc. All rights reserved. Plantronics and Voyager PRO UC are trademarks or registered trademarks of Plantronics, Inc. 08/13

"The OCC personnel resolve a multitude of mission critical customer issues and queries on a 24/7 basis and we needed a headset that would hold up to the rigours of a very busy transient work population."

**DAVID MASKELL,  
HEAD OF OCC  
INFRASTRUCTURE SERVICES**

#### Benefits

- Headset comfort and call quality delivered for 24/7 and mission-critical call handling
- Ultra Noise-cancelling screening out background noise in busy operational command centre
- Increased calls, fewer missed calls and achieving first call resolution
- Seamless integration of headset with MS Lync with multi-device connectivity and 120 metre range for 'super users' has increased productivity and gained efficiencies