



BUSINESS  
**Success  
Story**



# Blackwire, Savi, Calisto and Voyager Legend UC Devices are part of Best Practice Global UC Project in Howden

**Howden**  
[howden.com](http://howden.com)

**Location:**  
UK and global

**Industry:**  
Manufacturing

**Headset Users:**  
4000 (on Lync) and increasing

**Services:**  
Howden designs, engineers and supplies air & gas handling equipment for process critical applications worldwide

**Business Challenge:**  
Seamless integration and cultural adoption of global UC environment with voice devices

**OVERVIEW**

Howden design, engineer and supply air and gas handling equipment, including industrial fans, process gas compressors and rotary heat exchangers. Established 160 years ago as an engineering firm, Howden has grown to become a worldwide organisation with over 6000 employees and companies in 26 countries.

**PLANTRONICS UC SOLUTIONS ADDS VALUE TO A NEW MICROSOFT LYNC UC ENVIRONMENT**

In 2013, Howden adopted a best practice approach to a global deployment of UC, incorporating Microsoft Lync, coupled with Lync Certified voice headset and handset devices from Plantronics.

This project was a phased approach, with Howden associates central to the process ensuring that they were equipped with the right solutions for their job, but more importantly, that they were offered choice in the selection of voice devices based on their working and everyday needs.

David Simpson, Global CIO for Howden explains, *"Our objective was to rollout UC as a global communications project, allowing our associates to collaborate and communicate effectively while delivering cost savings back to the business. This meant being focused and fully engaged with our associates from the outset, making sure they were very much part of the whole, global UC collaboration and journey. We have thousands of associates in different countries, and we had to ensure we recognised their cultural and language preferences as part of defining and delivering a new UC working practice and encourage them to adopt a fundamental change in how we communicate across the business."*

The first phase of the project was to deliver Microsoft Lync for presence, instant messaging and file sharing, David comments, *"this proved to be enormously successful and each week we are now sending over 250,000 Lync messages."* Phase two expanded Lync usage with voice, video, desktop sharing and conferencing services across the global organisation, David adds, *"this enhances our interactions both locally as well as across our entire global business."*

As part of the voice enhancement process, all Howden's associate's headset and handset devices were replaced with Plantronics solutions with Voyager Legend UC headsets, Savi and Blackwire UC headsets and handsets; and for conferencing, Calisto UC speakerphones. David comments,

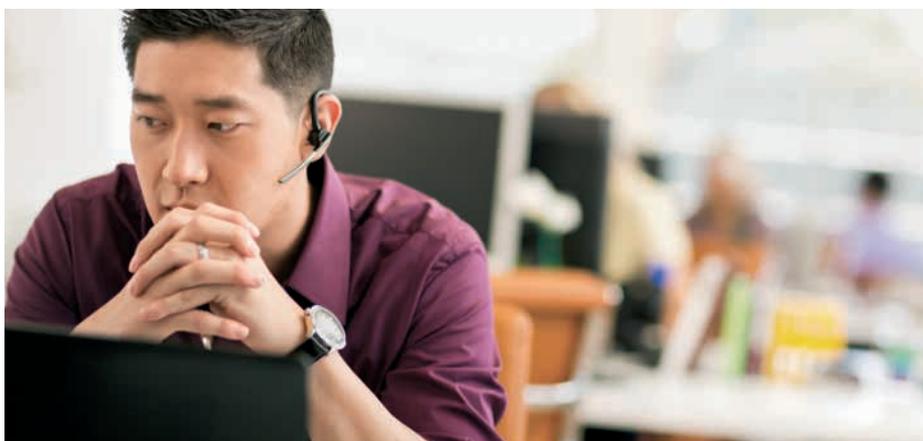


**Plantronics Solution:** Voyager Legend UC, Blackwire UC Series, Savi Series, Calisto 620 UC



**"...each week we are now sending over 250,000 Lync messages."**





*"Plantronics UC solutions are all Lync certified and we knew they would deliver a better, more flexible and efficient means of communication. All the devices were selected based on meeting rigorous standards considering comfort, voice quality and all health and safety requirements, such as noise and echo cancelling."*

#### **DEVICE SELECTOR TOOL ENGAGES USERS IN CHOICE AND USE OF PLANTRONICS SOLUTIONS**

Also as part of the Global Communication Project, the team developed a Device Selector Tool, which very simply helped the associates to select a device they wanted based on their personal landline and mobile voice services. David adds, *"Every user was invited to an Open Day where they were able to see all the available devices, try out the ones they were interested in and to ask facilitators any questions to help them choose the best option. Plantronics played a key role in helping us devise the agenda and process for these open days, as well as delivery as facilitators."* From these Open Days, the facilitators recorded each associates' choice in device or devices and full training was provided to each associate on Lync usage with their chosen devices to make sure they were fully informed and prepared as they went live in usage.

The Device Selector Tool asked each associate a series of simple questions accompanied by visuals and click options around how they worked e.g. mobile or office-based, use of laptop or desktop, if they required mobility while in the office, whether they travelled a lot on business and what kind of calling they did – landline, mobile and conferencing. Alongside this information, the associates was presented with the Plantronics Lync certified handsets, headsets and speakerphones available – including corded, wireless and Bluetooth; advising on the functionality of each device, most practical use and allowing them to select wearing styles too, for instance, over-the-ear or over-the-head. This simple and selective process meant that each associate, no matter where they were based and what their job role was, could easily select the most appropriate voice device or devices to help

them in their everyday working mode in the new global UC environment.

Currently, there are 4 mega-trends identified as – Mobile, Social, Data and Cloud – anticipated to be at the forefront of IT for the next 3 to 5 years. For Howden and with this global UC project, these trends are already being adopted with the associates' platform, devices and ability to work from anywhere – improving productivity and efficiencies, connected experiences, collaboration and reducing cost. In parallel, Plantronics adopt a similar approach with the value-add of their UC solutions identified as: productivity, mobility, adoption, and manageability.

David concludes, *"As a global business in today's market place, the need for unified communications as a collaborative and efficient process has never been more prevalent. Plantronics approach to this with their UC solutions fit-for-user as well as fit-for-purpose is very evident and proven, without losing sight of their other core values in call and voice clarity, comfort and attention to health and safety legislation. We are delighted both with the Plantronics devices we have provided in our global UC environment coupled with their assistance in the Device Selector Tool and Open Days, along with their ongoing support and services."*

#### **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).

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*"My Plantronics headset is hands-free and very good for discussing issues when sharing screen data. I am often out of the office and having the ability to transport my headset easily and use wherever I am based is a massive benefit. The size and connectivity also means less clutter on my desk. It is a vast improvement on my day-to-day work as it is also very ergonomic and comfortable, and is a dual earphone headset with the noise-cancelling functionality, which is excellent in reducing background noise in our very busy office – a big improvement on my communication capabilities."*

**ANDREW TELFER,  
DATA BUSINESS ANALYST**

#### **Benefits**

- Users select UC voice device appropriate to their needs and working environment
- Mobility, flexibility and versatility with automatic call answering and voice commands
- Increased productivity and efficiency with Lync and UC voice device collaboration
- Noise and echo cancelling eliminating background noise in the office and during travel
- UC presence automatically updated when on a call; not only on PC calls, but also when on mobile calls