

Case Study



centrica

Delivering innovative and flexible solutions

Company Profile

Centrica

www.centrica.co.uk

Headquarters

UK

Industry

Utilities

Headset Users

15,000 in 13 large contact centre sites in the UK customer service advisors

Services

One of the world's leading energy suppliers delivering energy, related utilities and services to millions of customers in the UK, North America and Europe

Business Challenge

Providing headset users with flexible and innovative headset solutions alongside Centrica's evolving network and telephony infrastructure, while maintaining excellent customer service

Plantronics Solution

EncorePro®, SupraPlus®, CS60, Voyager® PRO, IP40 Audio Processor, StarBase 2010

Established in 1997 following the demerger of Centrica and British Gas plc, Centrica is a top 30 FTSE100 company with growing energy businesses in the UK and North America, and employs around 30,000 people.

To support the UK business, Centrica operate dedicated contact centres and employ over 15,000 customer service advisers to assist residential and commercial customers with all aspects of the products and services Centrica provide.

Plantronics headset solutions have been used within the Centrica contact centres since the organisation was formed in 1997. Traditionally, Centrica used the Encore® corded headsets, then moved to adopt a variety of Plantronics solutions to suit individual/departmental user requirements with the H251 corded and CS351 cordless SupraPlus®, CS60 wireless and Voyager® 510 Bluetooth headsets. From 2010, Centrica has implemented Plantronics EncorePro® noise-cancelling and wideband audio headsets, which are now the default standard for all contact centre use within Centrica Group, along with Voyager® PRO.

Rosie McCabe - Telephony Operations Manager says, "Centrica and the British Gas brands have been using Plantronics headsets for many years, and as a trusted supplier, we have been very happy with their support and help they have

Benefits

- Provides staff with comfortable, durable and reliable headset solutions that best fit the user's individual requirements
- Delivers noise-cancelling to support Noise at Work legislation along with high levels of sound and call clarity
- Provides clear conversations with customers with wideband audio as well as noise-cancelling in busy contact centre environments
- Wireless and Bluetooth facility allows complete mobility both in and out of the office and meets driving legislation for hands-free phones
- Ability to replace, upgrade or refurbish headsets to suit needs
- Availability of Plantronics staff for advice, support and implementation of appropriate headset solutions

offered us. Plantronics has really helped to ensure that our people have the best headsets and accessories that they need to fulfill their roles.



plantronics®

“We are very satisfied with the support and advice we receive from Plantronics.”

Lisa Hampson,
Supply Manager, Centrica

The new digital wideband headsets have certainly made a positive difference to our call centre people, and our customer also benefit from the headset’s noise-cancelling ability. Together, this has ensured that our customers receive the best call experience possible. We are particularly pleased, over the last few months, with the direct support that Plantronics has given us during a complex transformation to Centrica’s new Voice over IP telephony solution.”

The EncorePro®, SupraPlus® and CS60 headsets are used within the contact centres for both inbound and outbound calls with customer service and sales. In both of these environments it is essential that the users have a headset that best suits their individual working environments. The SupraPlus® headset is for the traditional office and the EncorePro® for the contact centre.

Nigel Wright, Network Architect and Service Manager for Centrica comments, “The new headset, including EncorePro®, improves call quality and supports our new VoIP architecture for the delivery of calls to all Centrica’s contact centres. This maintains Centrica’s expectations of high standards and improves the overall customer and agent experience.”

Some Centrica staff, who work both in and out of the office, use the Voyager® 510 Bluetooth headset, which provides them with the ability to use one headset with all wireless telephony communications both in and out of the office and is compatible with all the latest Bluetooth devices allowing simultaneous pairing with office desk phone and business mobile. With the successful use of Voyager® 510, these staff are now trialing the Voyager® PRO Bluetooth headset with dual-microphone AudioIQ2® noise-cancelling technology cutting up to 80 per cent of any background noise in busy and outdoor environments.

With so many users and different requirements, the ease of maintenance and support of the headsets are equally important and, like many other UK organisations, compliance with the Noise at Work legislation and Health and Safety at Work Act is closely monitored and adhered to.

Lisa Hampson Supply Manager, comments, “Overall we continue to be very pleased with Plantronics headset solutions. They are well made, reliable, easy to upgrade or replace and easy to maintain. Over and above this, we are very satisfied with the support and advice we receive from Plantronics. They are always easy to contact and available to assist in our very fast-moving communications environments, and the range of products easy to understand and implement.”

Nigel Wright concludes, “Centrica is currently trialing the Plantronics IP40 Audio Processor with the EncorePro® headset. This is in preparation for our deployment of a new 400-seat contact centre, which will be based on this Plantronics



Plantronics EncorePro® headset

platform. The IP40 will help us simplify our contact centre desktops and lowers costs by eliminating the need for desk phones and largely redundant interfaces, or expensive PC upgrades in our VoIP environment; while maintaining and exceeding the call quality standards Centrica expects. In addition, we are running at Remote Agent trail using the Plantronics StarBase 2010 and EncorePro® headsets for 50 agents. StarBase 2010 is designed specifically to work in conjunction with the full range of Plantronics headsets and gives you the easy option to switch from handset to headset and back again. This is proving successful and as more agent home-working comes online, customers and agents experience the same high Centrica standard with clear and concise conversations and excellent call quality, coupled with first call resolution.”

“We really have no problems with any of the headsets we have implemented within Centrica. They are extremely well constructed, durable and reliable for our inbound, outbound and mobile operations. Overall we continue to be very pleased with Plantronics headset solutions. They are well made, reliable, easy to upgrade or replace and easy to maintain. Over and above this, we are very satisfied with the support and advice we receive from Plantronics. They are always easy to contact and available to assist in our very fast-moving communications environments, and the range of products easy to understand and implement.”

Lisa Hampson, Supply Manager, Centrica



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

