

Case Study



UC-enabled solutions deliver flexibility and efficiency

Company Profile

Dimension Data
www.dimensiondata.com

Headquarters

UK

Industry

ICT services and solutions

Headset Users

80

Services

ICT managed and consulting services and delivery of IP network and communications infrastructure solutions

Business Challenge

To equip staff with the most effective voice and wireless headset solutions in their Microsoft® OCS and Lync™ Server environment

Plantronics Solution

Voyager® PRO UC B230-M
Calisto® 540
Blackwire™ C620-M and C420-M

Background

Dimension Data has a long history of partnership with Microsoft with a strong focus on Microsoft® OCS and Lync Server, and turned to Plantronics for headset solutions that gave outstanding voice quality and effective telephony access when used with Microsoft systems.

Founded in 1983 with expertise in IP networking and communications technologies, Dimension Data has more than 6,000 clients across all industries, operating in 49 countries with over 12,000 employees. Dimension Data has a long history of partnership with Microsoft in many countries around the world. In 2006, Dimension Data and Microsoft extended this partnership by entering into a multi-year Global Alliance Agreement that sees ongoing investment by both companies in the pursuit of new market opportunities and improved value to their joint clients. Today, as a direct result of the agreement, Dimension Data's clients experience improved support for their Microsoft environments and benefit from more innovative and robust solutions to their needs.

Benefits

- Flexible solutions for mobile and desk-based environments
- Solutions designed for UC and certified for both Microsoft® OCS and Lync Server
- Reduction in missed calls, increasing productivity
- Eases the transition to PC calling
- Automatic call answering and call transfer
- Softphone presence automatically updated when on a mobile or PC call
- Accidental dialing eliminated by locking call button when headset is not worn

"We have used Plantronics solutions for some time and have now deployed Voyager® PRO UC and Blackwire® headset, along with the Calisto® handset to fully enable our staff, including up to 80 mobile workers."

Chris Clark, Practice Lead for Unified Communications and Microsoft® Solutions, Dimension Data



“A key driver for choosing Plantronics solutions was the upgrade from Microsoft® OCS to Lync Server as our telephony tool of choice. We needed telephony solutions that were not only proven and certified to work in this environment; but also provided the flexibility, ease of use, call quality and wireless freedom.”

Chris Clark, Practice Lead for Unified Communications and Microsoft® Solutions, Dimension Data

Plantronics — ideal for the Microsoft® OCS and Lync Server environment

Prompted by Dimension Data’s close, working partnership with Microsoft, their use of Microsoft® OCS and Lync Server, and the fact that Microsoft® OCS and Lync Server form a key line of business, it made sense for the company to explore telephony solutions fit-for-purpose for each member of staff, whether mobile or in the office.

Dimension Data’s Microsoft Line of Business is based in Hampshire and also has a large number of staff working on client-sites to deliver and support network and technology solutions. For these staff a vital part of everyday communications relies on easy access to the company’s Microsoft® OCS and Lync Server environment, coupled with excellent voice quality and effective telephony solutions.



Plantronics Calisto® 540

Headset solutions offer choice, wireless freedom and PC audio call clarity

Voyager® PRO UC wireless headsets are providing Dimension Data’s mobile workers with ease of pairing to Lync Server as well as long talk-time and wireless freedom. The call clarity and voice quality provided by the Plantronics solutions are also vitally important, particularly when in the car or busy, noisy environments.

The Blackwire™ corded headsets are engineered for comfort in UC environments and deliver crystal-clear PC audio whether in the office, on the road or in home environments. They are ideal for regular use in long conference calls, webinars and video conferencing.

The Calisto® 540 USB desk phone is designed and optimised for Microsoft® OCS and Lync Server and bridges the gap between traditional phone functionality and PC communications. Powered by a PC, the desk phone and speakerphone offer the excellent PC audio clarity of wideband technology for Dimension Data’s staff working in the company’s office.

“Our Plantronics solutions have completely changed our way of working. Our staff thinks it’s superior to how they were working in terms of call re-direction from phone and PC, call clarity, reduced missed calls etc; and by return we are confident that the company is achieving vast improvements in productivity efficiencies, cost savings and a continued return on our investment in working with Plantronics.”

Chris Clark, Practice Lead for Unified Communications and Microsoft® Solutions, Dimension Data



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

