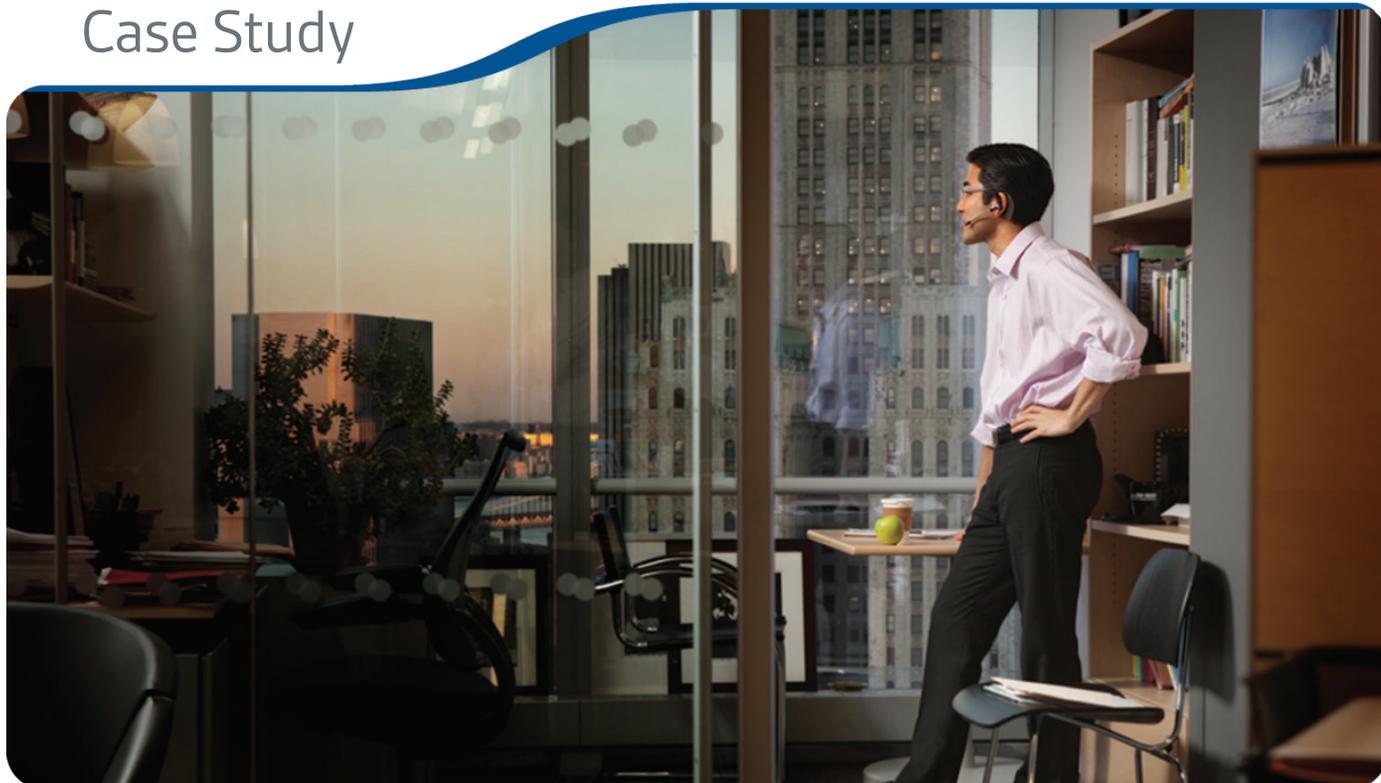


# Case Study



## Savi Office® maintains efficiencies in Eurostar IP environment

### Company Profile

Eurostar International Limited  
www.eurostar.com

### Headquarters

UK

### Industry

Travel

### Headset Users

200

### Services

Customer reservations and services in English, French, Flemish and other languages

### Business Challenge

To maximise the responsiveness and efficiency of customer contact centre staff in a constantly growing organisation

### Plantronics Solution

Encore monaural and binaural headsets, SupraPlus® Digital headsets with VistaPlus Digital audio processors and the Savi Office® series of wireless headsets for Unified Communications

Eurostar is the high-speed train service linking St Pancras International, Ebbsfleet International and Ashford International in the UK with destinations in France and Belgium. The company is also a founder member of Railteam, a partnership between Europe's leading high-speed train operators developing simpler ways to book and travel on the fast-expanding, European high-speed rail network.

From 1st September 2010, Eurostar changed from being a joint venture between SNCF/SNCB and LCR (London Continental Railways) to a separate company operating on its own as Eurostar International Limited.

The company's contact centre in Ashford, Kent has over 200 advisors working in dedicated teams for public reservations, group and corporate reservations, frequent traveler services, onward travel services and Internet support assisting customers placing reservations through the Eurostar International website.

Eurostar International has a long tradition in using Plantronics headset solutions. Originally with Encore monaural and binaural corded headsets with Vista audio processors, adding SupraPlus® Digital headsets and VistaPlus Digital audio processors and most recently, changing from CS60 DECT™ wireless headsets

### Benefits

- Ease of use with one-button pairing of headset to base
- Flexibility as the split design allows for more flexibility in hot-desking with wireless headset and a potential 25 per cent saving
- 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

to Plantronics' Savi Office® wireless and DECT™ series for Unified Communications; alongside the company's telephony upgrade with new switch and Avaya 9650 IP handsets. Typical of Plantronics solutions, Savi Office® is available as both monaural and binaural versions, providing choice and flexibility for each user and an option that Eurostar International have continued to capitalise on.



**“With the flexibility of the Savi Office® series and if we assumed in the future a 25 per cent hot-desking environment, then this would quickly equate to a £3,000 saving.”**

Aaron Gourlay, Senior MI and Resource Analyst

Aaron Gourlay, Senior MI and Resource Analyst for Eurostar International comments, “As part of the current project to upgrade the switch it was decided to replace the existing real-estate of CS60 wireless headsets with the Savi Office® series of headset solutions. We have done this for ease of use with one-button pairing of headset to base, flexibility as the split design allows for more flexibility in hot-desking with wireless headset and a potential 25 per cent saving. In addition, the ability to pair multiple headsets to the single base for listening in and coaching, and power consumption reductions with adaptive batteries.”

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.

Aaron continues, “With the flexibility of the Savi Office® series and if we assumed in the future a 25 per cent hot-desking environment, then this would quickly equate to a £3,000 saving. One-button pairing means that our advisors can self-manage and will not have to call for assistance, which has been a process involving three buttons in a certain order, so we anticipate some general efficiencies here. The flexibilities in multi-pairing and the ability to listen to PC Audio will improve and help effectiveness of the Team Managers in coaching and listening in too.”

Dave Fairman, Operations Manager for Eurostar International concludes, “We are always impressed and appreciate the relationship we have with Plantronics. They listen, understand and advise Eurostar on fit-for-purpose headset solutions appropriate to each and every member of staff engaged with our customers and offer a variety of equipment not only for comfort, call and sound quality but also to suit the individual needs of all our staff. The return on investment is not only measured in areas such as reduction in call handling times and increased sales, but also in the fact that Plantronics value their relationship with us and work hard to ensure we are implementing solutions to complement our business goals now and in the future.”



Plantronics SupraPlus® Headset



Plantronics CS60 Headset



### 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](http://www.plantronics.com)

To read more on how we’ve helped others, please visit [www.plantronicscasestudies.com](http://www.plantronicscasestudies.com)

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