

Case Study



EVERSHEDS

Wireless clarity and flexibility in open plan environment

Company Profile

Eversheds
www.eversheds.com

Headquarters

UK

Industry

Legal Services

Headset Users

300

Services

Full service international law firm advising clients in both the public and private sectors for company commercial, human resources, legal systems, litigation and dispute management and real estate

Business Challenge

Maintaining confidentiality and flexible working in an open-plan working environment

Plantronics Solution

CS60 & CS70N
Voyager® 510 Bluetooth®
Savi Office®

With headquarters in London, Eversheds is one of the largest full service law firms in the world, acting for the public and private sector. With a clear vision of the future, adapting to new demands and business pressures, Eversheds are pioneers in flexible working, dispute management, project management, online services and working globally; with offices in the UK, Europe, Middle East, Africa and Asia.

The firm is a full service law firm which operates five main practice groups: company commercial, human resources, legal systems, litigation and dispute management and real estate; and a number of key client industry groups including, aerospace, defence and security, central government, education, energy and natural resources, financial institutions, food, healthcare, industrial engineering, local government, retail, sport, TMT and transport.

Eversheds have had a longstanding working relationship with Plantronics. With a new office move in 2008 into an open plan environment, it was essential that partners, lawyers and administrative staff were able to easily carry on with their normal working practices in ensuring they maintained confidentiality and due diligence on all client calls.

Benefits

- Fit-for-purpose headsets
- Maintained high level of call clarity and flexible working
- Calls not missed



plantronics®

"I was very interested to see the impact of using a wireless headset. Using the headset gave me a real sense of liberation. I found that the mobility that the Voyager® system gave me to be hugely beneficial. I was free to move around and be able to confer with my PA or colleagues."

Cornelius Medvei,
London Managing Partner, Eversheds

Cornelius Medvei, London Managing Partner at the time of the move outlines the challenge, "moving into an open plan environment with break-out areas rather than individual offices and meeting rooms, meant that we really had to 'sell' this concept to all our staff. You can imagine that a high proportion of our client calls primarily includes dialogue of a confidential nature, so we needed to ensure we could maintain this and keep our staff happy with this process. We also wanted to ensure our staff had flexibility with a hands-free working environment so they may talk and freely type information accurately at the desktop."

Eversheds use a range of Plantronics wireless solutions with CS60 and CS70N for administrative roles and Voyager® 510 Bluetooth® for Partners and Lawyers who require additional flexibility to walk around the office and confer with colleagues, whilst taking the client with them on a call.

Cornelius continues, "In our line of work diligence is key. Our admin staff needs to ensure they can clearly hear instructions or dialogue during calls such that they record this accurately and equally, we as partners and lawyers need to ensure all calls are clear due to their detailed and confidential nature. Also, we needed the flexibility to move around the office, for example, to collect files or confer with colleagues while we have our client on the phone. With our wireless solutions, we have the right combination of headsets that are fit-for-purpose and help us maintain this level of call clarity and flexible working, as well as ensuring we're not missing calls."

Nicki Culligan, PA for Eversheds also comments, "My wireless headset allows me to receive calls and work in hands-free mode at the same time, so I can clearly understand the caller's comments and conversation and directly record key information on my PC during the call."

William Naunton, a Partner at Eversheds adds, "With the wireless and Bluetooth® headset I have the flexibility to receive calls both in the office and when I am out of the office on business through my mobile."

Most recently, Cornelius has been working with the Savi Office® headset from Plantronics. Savi Office® allows the user to connect to multiple communication applications and devices - desk phones, PC softphones, and PC audio with a single headset. With a touch of a button, you connect a softphone call on a PC with a desk phone call and then attend a Webinar, for example.



Plantronics Savi Office® Headset



Plantronics Voyager® 510 Bluetooth



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

"This new headset is equally delivering the call clarity and flexible working we have come to enjoy and expect with Plantronics headset solutions. The mark of a good technology is you don't really notice it! Overall the continued service and support we receive from Plantronics along with their leading edge headset technology, is certainly assisting Eversheds in our ethos of a 21st Century leading law firm embracing this kind of technology to help us deliver market leading services to our clients."

Cornelius Medvei,
London Managing Partner, Eversheds

