

Case Study



Savi® Office provides flexibility for Flybe

Company Profile

Flybe
www.flybe.com

Location

Exeter, UK

Industry

Aviation

Headset Users

13

Services

Passenger air travel across UK and Europe

Business Challenge

Providing headsets to allow Service Desk technicians greater flexibility and wireless freedom in a 24/7 operation

Plantronics Solution

Savi® Office

Background

Flybe is Europe's largest regional airline with 194 routes serving 13 countries, operating from a total of 75 departure points, 38 UK and 37 European airports. In the UK, Flybe is the number one domestic airline operating more UK flights than any other airline: carrying more domestic passengers at London Gatwick than any other airline and operating over four times more domestic routes than any other airline.

Flybe was listed on the London Stock Exchange in December 2010 and holds a number of awards including Best Short Haul Airline in 2011 and 2010 along with Best Environmental in 2010 – all achieved in the Business Travel Awards.

Benefits

- Hands-free for technicians to talk and type at the same time
- Freedom to walk around the office to consult with colleagues while on calls
- Instant and easy pairing of headsets with base units allowing true hot desking
- Noise-cancelling microphone filtering out background noise
- Digital Signal Processing (DSP) technology for a more natural voice sound
- One-button call control manages PC or desk phone calls
- Ability to conference up to four Savi® Office headsets
- Providing up to nine hour battery life for longer talk time



“Within two months of the trial Savi® Office had proved its worth and value to our operations and the way we do business. Our call management has been greatly improved and our technicians are very satisfied with the comfort, ease of use and overall functionality of this wireless headset.”

Noel Andrews, Service Delivery Manager, Flybe



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

Savi® Office provides call clarity and flexibility in 24/7 operation

With their Exeter head office including a dedicated customer service, technical and training centre, Flybe is an existing Plantronics corded-headset user in their contact centre. Most recently, and to support the specific needs of their IT Service Desk technicians, Flybe has successfully trialled and adopted Plantronics Savi® Office as part of its overall move to wireless headset technology.

Noel Andrews, Service Delivery Manager explains, “We need to be able to provide and deliver 24/7 support to a broad spectrum of Flybe employees from office-based staff to aircraft engineers, to pilots who experience IT and equipment issues. Our technicians operate as first- and second-line support and historically you would see them using telephones cradled between their heads and shoulders while trying to type on their PCs, work with equipment while on calls and having to leave callers on hold while they conferred with other colleagues. We knew we had to replace this with wireless solutions, not only from a health and safety perspective but also to provide more hands-free and overall flexibility for the team.”

Flybe looked at the wireless headset market and concluded that Plantronics wireless headset solutions and specifically Savi® Office was the best product for both comfort and health and safety, as well as delivering flexible working and long talk time in a 24/7 environment.

Noel continues, “We needed to ensure better call management from day one of our trials. The technicians were immediately saying how much the wireless headset was helping them in their roles – from ease in pairing with the base instantly, ease in receiving calls, flexibility of movement whilst on calls, overall comfort and call clarity.”

Savi® Office is designed to provide maximum efficiency in allowing the wearer to receive calls anywhere in the office environment and filter out background noise. This is providing Flybe's technicians with the ability to avoid missing calls, to take the caller with them when actioning queries and to generally provide more freedom.



Plantronics Savi® Office Headset

“Plantronics also continues to provide help and support to ensure we are maximising the use of Savi® Office. I would definitely recommend a wider use of Plantronics wireless headsets in Flybe so we can continue to develop quality services and support to our customers.”

Noel Andrews, Service Delivery Manager, Flybe

