

# Case Study



## EncorePro® is critically clear supporting young people in need

### Company Profile

Get Connected  
www.getconnected.org.uk

### Headquarters

London

### Industry

Charities

### Headset Users

55

### Services

Signposting service supporting young people's emotional wellbeing and finding the most appropriate help on any issue, wherever they are in the UK

### Business Challenge

To provide volunteers with best quality headsets for call clarity, durability and comfort

### Plantronics Solution

EncorePro®

### Background

Established in 1999, Get Connected is a registered charity in the UK dedicated as the young people's help resource for the under 25s. The charity provides a free, confidential helpline, offering emotional support and a free connection to over 13,000 help services nationwide. If a young person needs help in deciding what to do next; wants to be put in touch with somewhere safe to stay for a night; needs a referral to an organisation that deals with eating disorders; or just wants a listening ear, Get Connected can supply this and help them to change their life for the better. Get Connected can be reached by telephone, email, webchat and will shortly be launching an SMS channel.

In 2001, Get Connected joined The Carphone Warehouse in a partnership that continues today. The Carphone Warehouse was looking for small, communications-based charity to which it could make a big difference, so Get Connected was ideal. The Carphone Warehouse supplies Get Connected with office, IT and telephony equipment and has been instrumental in ensuring young people are free to call from all landlines and mobiles. Their employees also raise money for Get Connected and some even volunteer on the helpline.

### Benefits

- Noise-canceling microphone for optimum audio clarity.
- Low slung comfortable design for long-time wear and cannot be seen by the wearer.
- Wideband frequency response for clearer and more intelligible conversations.
- Reliable, durable and built to last.



**“The volunteers must be able to focus completely on the caller and this needs the most reliable and highest quality equipment available. We believe that Plantronics solutions lead the market in this area.”**

John Reed, Development Coordinator at Get Connected

### **Plantronics provide optimal audio quality with EncorePro®**

With a dedicated help-room near Baker Street, London, Get Connected is operated by over 100 volunteers from all 'walks of life' and varying age working four-hour shifts each week. 75 per cent of young persons' contact is by telephone and Get Connected has selected Plantronics EncorePro® headsets to help their volunteers support their essential, one-to-one assistance and advice.

John Reed, Development Coordinator at Get Connected explains, “As part of the help-room upgrade and expansion we wanted the best possible phone equipment. This is generously provided for us by our charity partner, The Carphone Warehouse, who also work with Plantronics equipment. Most of the children and young people we listen and talk to are from all over the UK and may be highly vulnerable and are often quite distressed. Our volunteers discuss their issues and signpost them to appropriate services all over the UK. The volunteers must be able to focus completely on the caller and this needs the most reliable and highest quality equipment available. We believe that Plantronics solutions lead the market in this area.”



Plantronics EncorePro® headset

### **Call clarity crucial in understanding a young person's needs**

The Plantronics EncorePro® is designed to be comfortable, reliable and deliver best performance.

The noise-cancelling microphone is designed to sit in exactly the right place for optimum audio clarity, and the low slung design ensures it cannot be seen by the wearer. The slim speaker has a wideband frequency response for clearer and more intelligible conversations, which, in this case, is critical for Get Connected's volunteers to clearly listen to, understand, talk to and help a young person in distress.

John continues “A busy, working help-room needs effective noise cancellation and freedom from trailing cords so that IT and other important resources can be used at the same time as talking. Calls usually last for between 20 to 30 minutes but often more than an hour, therefore comfort, as well clarity, is key. 85 per cent of our callers use mobile phones from many locations. Streets with background traffic noise or a noisy school playgrounds. The best possible headsets are essential. Our trained volunteers can hear what callers are saying first time and can provide accurate, emotionally supportive analysis of what is going on. We are grateful to Plantronics for their generous support for this important work.”

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### **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)

