

Case Study



HONDA
The Power of Dreams

Savi® W440™ delivers call clarity and mobility for Honda UK Finance

Company Profile

Honda Finance
www.honda.co.uk

Location

Slough, UK

Industry

Financial Services

Headset Users

40+

Services

Financial solutions and customer services for automotive sales

Business Challenge

To provide call centre advisors with hands-free and lightweight headsets coupled with call quality for all day wear

Plantronics Solution

Savi® W440™

Overview

Founded in 1948 by Soichiro Honda, the Honda brand today is a globally recognised leader in automotive and engineering solutions. From cars, motorcycles and marine engineering to Formula 1 racing, lawn mowers and generators; for decades this Japanese company has continued to deliver solutions that are both innovative and environmentally friendly.

In the UK, thousands of Honda cars and motorcycles are sold each year and to support this Honda UK have a dedicated finance call centre based in Slough, Berkshire with advisors handling all aspects of customer financial solutions, dealer support and care services; processing in excess of 35,000 financial proposals each year.

Honda UK prides itself in providing and delivering financial solutions as part of their overall package to customers and the finance call centre handles over 100,000 calls per year, averaging 30 to 40 calls per advisor, per day.

Benefits of Savi® W440™

- Ease in deployment and one-touch call answer/end, volume control and mute functions is simplifying the call process for representatives
- Lightweight DECT™ design ideal for all day wear coupled with swappable battery for unlimited talk time
- Noise-cancelling microphone maintaining call clarity and quality requirements and voice-dedicated DECT technology eliminating Wi-Fi interference
- Delivering wireless and multitask freedom and mobility as representatives can take calls with them up to 120 metres away from their desk
- Conference-in up to three additional headsets for training and conferencing efficiency



plantronics®

“We are delighted with the Savi W440. From the ease of use, call quality comfort for long periods of wear, battery time and especially the mobility aspects. ”

Alan Johnson, New Business & Customer Care Services Manager, Honda UK

Savi® W440™ delivers mobility, call quality and comfort

Honda UK Finance maintains a strong, working partnership with Plantronics including use of the CS60-USB headset, and when the division moved into new offices in Slough it wanted to add further value to each advisor's working environment with newer wireless headset solutions to deliver greater audio advantages as well as comfort and mobility.

Alan Johnson, New Business & Customer Care Services Manager explains: “We had already experienced the value of the Plantronics CS60-USB headsets in our call centre and wanted to explore the possibilities of enhancing the whole call experience for both our advisors and customers, alongside all-day wear comfort and the benefits of wireless freedom. The Savi W440 provided this with the call quality we needed as well as the ease in which we could use them for our training (coaching) requirements and utilise the call conferencing features.”

Calls into the centre are channeled and logged through Nortel CC6 and the target is to answer calls within 16 seconds. The Savi W440 headset is designed for PC calls to deliver quick call pick-up with a one-touch button on the headset. The lightweight headset is specifically designed for wear over long periods of time with call clarity and noise-cancelling for an all round, better sounding audio experience.

Simon Ellis, New Business & Customer Service Manager highlights: “The Savi W440 is simple to set-up as you just need to plug it in and it's ready to use. There is no need for IT involvement and the mobility and flexibility this provides to each advisor is significant when you consider their role. Even though they are desk-based to work on proposals and conduct admin tasks during calls, they do have the ability to walk away from their desks and make or receive calls around the office. For example, if they need to liaise with another colleague, retrieve documentation or even just stretch their legs.”

Alan continues: “It's remarkable that for a busy call centre it is so quiet! Hundreds of calls are being received and made every day and yet what you notice is each advisor conducting calls virtually as if the call was face-to-face with calm and controlled conversation versus having to compete with the hustle and bustle of noise around them. The call quality with the noise-cancelling feature is outstanding too, we know this to be true as our advisors are always telling us, in fact, one of our advisors actually told us that a customer heard and repeated his name, something other customers had frequently misheard in the past.”



Plantronics Savi® W440™



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

Simon continues: “Another simple yet effective feature is the magnet on the base of the headset. With our old headsets we sometimes had instances where we would find they hadn't been charged because they had been knocked from their stands – something which was easy to do. With the Savi W440, the magnet secures the headset to its base when it's not in use.”

Alan concludes: “We are delighted with the Savi W440. From the ease of use, call quality, comfort for long periods of wear, battery time and especially the mobility aspects. The overall advice and support we receive from Plantronics is certainly adding value to the way we run our call centre on a day-to-day basis. For us it's all about ensuring both our advisors and customers enjoy the overall Honda experience and we are confident the new Plantronics headsets help us to achieve this.”

