

Case Study



Providing mobility, time and cost efficiencies

Company Profile

Indesit UK
www.indesit.com

Location

Peterborough, UK

Industry

Manufacturing and services

Headset Users

100+ VoyagerPRO®
350 SupraPlus®

Services

Manufacturing and service support for domestic appliances including washing machines and cookers

Business Challenge

Delivering Bluetooth® headsets for all field engineers quickly for mobile working and efficiency gains

Plantronics Solution

VoyagerPRO®
SupraPlus®

Background

Indesit Company is one of the leading European manufacturers and distributors of major domestic appliances (washing machines, dryers, dishwashers, fridges, freezers, cookers, hoods, ovens and hobs). It is the undisputed leader in major markets such as Italy, the UK and Russia. Founded in 1975 and listed on the Milan stock exchange since 1987, the Indesit Company has 14 production facilities (in Italy, Poland, the UK, Russia and Turkey) and 16,000 employees.

The Group's main brands are Indesit and Hotpoint.

VoyagerPRO® adding value to Indesit's existing mobile workforce

Indesit UK has used Plantronics headsets since 2003 with SupraPlus® corded in their 350-seat contact centre in Peterborough. Later in 2010 they began deploying VoyagerPRO® Bluetooth headset solutions to 100+ (and growing) field engineers (mobile workers) who are permanently on the road assisting customers with installation and servicing where their company van, in essence, is their office.

Benefits

- Reduced costs of equipping mobile workers by up to 70 per cent
- Increased time efficiencies in delivery of new transport to field engineers
- Increased productivity with hands-free and mobile working functionality
- Noise-cancelling helps engineers during travel and on-site working
- Behind-the-ear design for long-time wear provides both comfort and efficiency



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Ashley Cook, Telecoms Operations Manager, Indesit

Ashley Cook, Telecoms Operations Manager for Indesit UK explains, “We have 950 field engineers covering the UK each with their own van, which is their mobile office. Each van is replaced every four years, which means we have 15 to 20 new vans delivered each month for fitting out. Before we started providing Plantronics VoyagerPRO® Bluetooth headsets to each engineer, it took a lot of time to install Bluetooth systems into each van. Now with VoyagerPRO®, the engineers are up-and-running pretty much instantly and we can eliminate this lengthy process and reduce cost.”

Plantronics Voyager® PRO Bluetooth headset offers compatibility with Bluetooth-enabled mobile and smartphones. Virtually plug-and-play for ease of installation and use, VoyagerPRO® also has a dual-microphone AudioIQ2® noise-cancelling technology cutting up to 80 per cent of any background noise, and for Indesit’s field engineers these are key benefits working in their installation, service and travelling environments. In addition, one-button call answering, up to six hours’ talk time and behind-the-ear wearing style (giving a balanced, lightweight design) make the VoyagerPRO® easy to use and ideal for long call comfort.

Ashley concludes, “For Indesit, VoyagerPRO® has certainly delivered return on investment and efficiency savings as we used to have to employ a third-party to kit out the new vans with Bluetooth systems. In the relatively short time since we have started deploying Plantronics VoyagerPRO® Bluetooth headsets we are already recognising a 70 per cent cost saving as well as the time reduction in delivering new vans to field engineers. We are constantly deploying VoyagerPRO® as part of the new van delivery process and ensuring our field engineers can truly work with effective mobile solutions.”



Plantronics SupraPlus® Headset



Plantronics VoyagerPRO®



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

“VoyagerPRO® is certainly helping our field engineers ‘on the job’ in terms of mobility, flexibility and agile working. Whether they are talking to the office or to a customer while travelling or needing to talk to someone while on-site, the ease in which they can simply press a button to receive a call along with the ability to work hands-free certainly makes their working environment much easier, as well as increasing productivity for the company and maintaining customer service excellence.”

Ashley Cook, Telecoms Operations Manager, Indesit

