

# Case Study



## macROBERTS

### Company Profile

MacRoberts LLP  
www.macroberts.com

### Headquarters

UK

### Industry

Legal Services

### Headset Users

300 staff in two locations in Scotland – Glasgow and Edinburgh, and remote locations worldwide

### Services

Full-service commercial law firm to the public and private sectors

### Business Challenge

To provide staff with a seamless and unified communications environment ensuring exceptional support and service to clients

### Plantronics Solution

.Audio 615M™, .Audio 630M headset and .Audio 1100M handset, all optimised for Microsoft® Office Communicator Voyager® PRO UC SupraPlus® USB

## Flexible solutions for busy law firm's UC operations

### Background

MacRoberts is one of Scotland's pre-eminent law firms. A full-service commercial law firm, with over 44 partners and 260 staff working from offices in Edinburgh and Glasgow, MacRoberts are committed in delivering the very best service to clients in the public sector and private companies, banks and other financial institutions, as well as private individuals.

Employing around 300 staff, MacRoberts operated within a PBX environment for some 10 years, but moving to a new office in Glasgow gave the firm with an opportunity to review their complete communications requirements, with software and telephony solutions best suited for staff needs as well as services and support to clients.

With the functionality of combined software applications, softphone technology, web conferencing and instant messaging, MacRoberts invested in Microsoft® Office Communicator for a Unified Communications (UC) environment and in parallel, deployed a range of Plantronics audio solutions all optimised and certified for OCS.

### Benefits

- Microsoft OCS Certified headset solutions fully optimised for UC and VoIP
- Range of audio solutions flexible to suit each user's needs
- Full wideband audio and USB-enhanced digital sound, delivering crystal-clear conversations and drastically reducing errors and repetition
- Noise-cancelling microphone eliminating background noise with fingertip volume and mute control
- Increased productivity and cost savings



**"It's not just the actual headsets though, Plantronics service is superb as they consulted onsite and constantly helped us to identify the right solutions for each individual member of staff based on their role and communications tools."**

Robert Crichton, IT Manager,  
MacRoberts

Robert Crichton, IT Manager explains, "Opening the new office in Glasgow meant that we could research and invest in the most appropriate communications solution to serve both our Edinburgh and Glasgow operations. In June of 2009 we looked at all sorts of options including unified communications and Voice over IP, and quickly recognised the potential of a Unified Communications environment with Microsoft® Office Communicator and Plantronics headsets, particularly as Microsoft optimised headsets are so easy to use with Microsoft's UC solution. We rolled out Office Communicator with the associated training and deployed the Plantronics headsets within six months, and colleagues appear to be using the solutions very easily and in complete comfort."

MacRoberts chose a series of Plantronics headsets certified by Microsoft for OCS and suitable for each staff member's telephony requirements. Plantronics delivers headset solutions optimised for Unified Communications and designed for the way people work. Multiple communications devices and applications are becoming the norm, enabling new ways of working, in new places outside the traditional office; and the ability to ensure voice quality is not lost within these varying situations is at the heart of Plantronics solutions for unified communications. For MacRoberts, the solutions currently being used are .Audio 615M™ Monaural and .Audio 630M Binaural headsets, .Audio 1100M USB handset and Voyager® PRO UC all optimised for Microsoft® Office Communicator; along with SupraPlus® USB corded monaural headset.

Robert continues, "one of the key advantages of Plantronics headset solutions is the ability to choose a variety of headsets that our staff like to wear and use, that are certified and compatible in our UC environment and flexible enough to meet the requirements of each of their roles. For example, for our secretaries there is a lot of dictation to transcript and by providing either the 615M monaural or 630M binaural headset as preferred by them, means they can continue this process easily within this environment with complete confidence that voice quality is maximized. Some of our people prefer the traditional corded headset, which we have with the SupraPlus® USB, and we have deployed Voyager® PRO to meet the needs of Partners who prefer the complete flexibility to walk around the office while on the phone or use this headset when they are mobile and seamlessly switch between the two environments."

Optimised for Microsoft® Office Communicator, .Audio 615M™ provides a comfortable monaural design for occasional users enabling quick on/off wear and promotes easy conversations with co-workers. The .Audio 630M headset delivers crisp voice communications and audio video capability with hi-fi stereo.



Plantronics Voyager® PRO UC Headset

Both headsets deliver full wideband audio and USB-enhanced digital sound, which is vital for crystal-clear conversations with clients, enhancing call satisfaction, and drastically reducing errors and repetition. The headsets also include noise-cancelling microphone, adjustable boom, soft swivelling ear cushions and for the 630M, fingertip volume and mute control.

Robert concludes, "the benefits of Plantronics ability to deliver headset solutions for unified communications are many and varied. For example, in the relatively short time that we have been using them, people have told me the voice quality is superb and headsets very comfortable. But, the real benefit is not just cost savings but with productivity and collaboration enabled by UC. The fact that voicemail is sent directly to Outlook and then with a click of the button you can make a call is a terrific benefit. We are not missing calls and not knowing about them! Some of our staff really enjoy using the .Audio 1100M USB handset, which gives them a more familiar interface for PC telephony. The handset easily fits in a laptop bag and features the same plug and play simplicity as the other Plantronics UC solutions."

"It's not just the actual headsets though, Plantronics service is superb as they consulted onsite and constantly helped us to identify the right solutions for each individual member of staff based on their role and communications tools. With each headset solution, easily installed and fully deployed within half-an-hour. Plantronics also keep in regular contact to ensure the solutions are benefiting our staff and our service to our clients, and we are already looking at some of the new headset solutions becoming available. I have great feedback from our users who are impressed with the level of audio quality and comfort. I would certainly recommend Plantronics for any organisation using or embarking on a UC deployment."



### 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.plantronicscasesstudies.com](http://www.plantronicscasesstudies.com)

