



CASE STUDY

Blackwire and CS500 deliver reliability, flexibility and portability for Cornish Mutual

PLANTRONICS SOLUTIONS DELIVERED AS “HEADSET FOR EVERYONE” INITIATIVE

Cornish Mutual's head office is based in Truro, Cornwall and the Company has 99 staff – 50 in their Member Services Operations centre and a Field Force of around 20. The office set up and well-being of all staff is important to the company and a strategic plan was put in place to provide a more flexible 'hot desk' environment for all – where every desk has a PC, IP telephone and portable headset with remote answering, make it possible any anyone to work at any desk.

Tony Plowright, Technology Project Leader for Cornish Mutual explains, “Personally, I've known and worked with Plantronics for many years, so I understand their solutions, their functionality and where they can add value at Cornish Mutual. Following a change in telephone infrastructure, we wanted to enhance the workplace and our staff everyday working experience. We wanted to deliver headsets for all our people – whether management, admin, contact centre or our home based workers – everyone was equipped with a Plantronics headset; so they can move and work from any desk. They just re-sync use and carry on with their job!”

The Plantronics Blackwire 300 and 500 Series corded USB along with CS500 wireless headsets are being used. The Blackwire 500 headsets include Plantronics industry-first Smart Sensor technology allowing the user to answer a call by simply putting on the headset. The headsets are designed to be used easily and intuitively by juggling PC calls and multi-media using audio alerts to manage connection, mute and volume status. This level of flexibility along with noise-cancelling features and all day comfort means that Cornish Mutual's office-based staff and homeworkers can handle calls easily and effectively.

PORTABILITY OF PEOPLE CONSIDERED A KEY BENEFIT OF USING PLANTRONICS BLACKWIRE

While the Blackwire and CS500 headsets provide the functional reliability, ease-of-use and all-day comfort typically found in Plantronics solutions, it is the portability that both Tony and Cornish Mutual are partially impressed with.

“Following a change in telephone infrastructure, we wanted to enhance the workplace and our staff everyday working experience.”

Tony comments, “Giving our people flexibility was at the heart of this process. The office layout has become a 'hot desk' environment allowing people to just pick up their headset and personal affects and move to another desk.”



Cornish Mutual
cornishmutual.co.uk

Set up in Cornwall in 1903, Cornish Mutual insures people living and working in the South West. The company is the first Mutual Insurer in the UK to achieve Chartered Status, the highest level of recognition from the Chartered Insurance Institute, with products including Farm, Home, Let Property, Motor, Personal Accident and Business Insurance. Cornish Mutual has more than 24,000 members across Cornwall, Devon, Somerset and Dorset.

LOCATION
Truro, UK

INDUSTRY
Financial Services

HEADSET USERS
75+ at head office and homeworkers

SERVICES
Personal, property, farm and business insurance to people living in the South-west of England

BUSINESS CHALLENGE
Ensuring all staff members have 'hot desk' flexibility with PC, phone, IT and portable headset

SOLUTION
Plantronics Blackwire 300 & 500 Series
Plantronics CS500



Comments from other Cornish Mutual colleagues include: "I can nip to the printer room and collect policy documents knowing I'm not going to miss any calls" – Abbie, Member Services Advisor.

"Our people do not require dedicated administration time. They can freely move around the office with their headsets. This means we are more available to our members and consistently beat our Service Level Agreements." – Andrew Fulton, Member Services Team Leader.

"They reduce the need to move and reconfigure hardware when our people flit between desks. Battery life is excellent; we've had no users with a charged headset running out of juice during the day." – Nigel Meaby, IT Support.

Portability is not the only benefit though as Cornish Mutual is also continuing to reap the rewards of Plantronics approach to consultancy, advice and support. Remote answering was a key part of this whole exercise, and the process in which Plantronics have helped and provided solutions had impressed both Tony and Cornish Mutual.

Tony adds, "Operationally, Plantronics has really helped us as they have willingly offered advice and solutions to maximise our selection and use of the headsets for each and every user scenario."

Tony concludes, "Plantronics are known for their quality headsets, but their continued approach to business processes, support and advice is also highly regarded within our organisation. They have a solid understanding of IT and acoustic environments, transformers never go down and they don't confuse the market with constantly changing model numbers. They listen, understand, advise, recommend solutions and support their customers, everyday!"

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 0800 410014 or visit our website plantronics.com

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TONY PLOWRIGHT, TECHNOLOGY PROJECT LEADER FOR CORNISH MUTUAL.

BENEFITS

- Delivered the portability and flexibility of headsets to support both a 'hot desk' and homeworking environment
- Users simply take their headsets and personal affects to any desk and plug in
- Hands-free mobility to enable remote answering and easier multi-tasking
- Smart Sensor™ technology allowing the user to answer a call by simply putting on the headset
- Noise-cancelling microphone filters out background noise and echo for natural sounding voice clarity.

PLANTRONICS RANGE



CS500



Blackwire 300 series



Blackwire 500 series

**FOR ADVICE ON OUR PRODUCTS CALL:
0345 017 5513 or 01872 277151**

cornishmutual.co.uk