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.”
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 meet 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.

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TONY PLOWRIGHT, TECHNOLOGY PROJECT LEADER FOR CORNISH MUTUAL.