

Case Study



Wireless increases productivity improvements

Company Profile

Sage Ireland
www.sage.ie

Headquarters

Dublin

Industry

Business Services

Headset Users

12

Services

Providing business management software solutions, designed specifically for the Irish market and to Irish businesses

Business Challenge

To constantly ensure excellence in customer service while maximising productivity gains

Plantronics Solution

SupraPlus® Wireless

Background

Sage Ireland is dedicated to providing business management software to Irish businesses with solutions designed specifically for the Irish market; ensuring customers are up-to-date with current legislation and market needs. Sage Ireland provides business software in-line with the growth of customers' business – from small start-ups to multi-million pound turnover organisations.

During the summer of 2009 Sage Ireland engaged with Plantronics in a project to identify some of the key benefits of using wireless headsets alongside traditional wired headsets; with a view to measuring productivity improvements and actual time available for Sage representatives to assist customers.

In two identical sales teams of around 10 representatives, one team used the SupraPlus® Wireless headset from Plantronics and the other team retained their traditional wired headset, with an initial project timescale over a period of three months.

Benefits

- 13% increase in calls in first month of deployment
- 7% increase in agent availability for calls
- 37% increase in calls per agent, per hour
- 18% increase for inbound and 20% increase for outbound calls per month



Plantronics SupraPlus® Wireless Headset



SupraPlus® Wireless for productivity gains

The SupraPlus® Wireless headset lets the wearer use the phone up to 50m away from the desk, with remote call answering and headset-dedicated volume and mute controls. In noisier situations, such as the contact centre, the headset can reduce distractions with a noise cancelling microphone which reduces background noise so that you can be clearly heard. The QuickPair feature allows multiple headsets to share one base for effective multi-shift working or hot-desking. The headset is also designed for comfortable all-day wear with talk time of up to nine hours.

To clearly measure the results, each team were set the same metrics including – hours worked, number of calls per month, calls per hour worked, talk time per month and average daily talk time.

Results and benefits

The results were clear in a very short period of time, for example, in July the SupraPlus® Wireless headset team was able to make 13% more calls for the same period as the wired headset team. Additionally, there was a 7% increase in available time by those who used wireless headsets.

At the end of the initial three-month project, the wireless team had recorded significant productivity improvements with 37% increase in calls per hour, an 18% increase in outbound calls per month and 20% increase for inbound calls in per month.

“The project results provided Sage Ireland with some real insight into the productivity improvements achieved with the SupraPlus® Wireless headset. The functionality and flexibility in the headset design clearly illustrate the benefits, particularly the increase in calls and available talk time. The net result of this for Sage Ireland of course is reflected in our continued ability to deliver customer service excellence and ensure we can maximise our availability for customer calls and requirements.”

Maurice Whelan,
Head of Customer Services, Sage



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

Wireless headsets - **13% more calls**

Wired headsets

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Wired headsets

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Wired headsets

