



Jabra Pro 9460 plays vital role in modernization of operations for leading financial services information firm

Company

Organization: Leading financial services information firm
Country: North America

With plans underway to modernize their offices globally, this leading financial services information firm wanted to take the opportunity to update employees' desktop accessories. They were looking for a wireless noise cancelling headset that would communicate with phone and desktop.

The ultimate wireless noise cancelling headset

Jabra Pro 9460 headsets had a range of solutions that fit the bill and helped put together a proof of concept (POC) with twelve headsets.

Seven headsets were installed with analysts in the East Coast Metro headquarters; one went to IT; two went to data technicians in remote Midwest offices who support the analysts; and two went to analysts on the West Coast who work in a busy, crowded environment in the hope that the headsets would mask the noise.

“The POC ran from May to August 2015 and then we had three or four calls with those folks to assess user satisfaction. We got rave reviews.”

Director, End User Computing, Technology Operations

Jabra Solution



Jabra Pro 9460
Mono/Duo



Jabra Evolve 80



Jabra Evolve 30



Jabra Biz 2400 II
USB Mono/Duo MS

Features supporting large scale deployment

“Two or three of our testers were in upper management, on what was going to be a brand new floor; they were perfectly happy with Jabra, so we bought 300 Pro 9460 headsets” comments the Director, End User Computing, Ratings Technology Operations. One of the significant deciding factors for the Pro 9460 was that unlike other headsets, it provided user privacy on an open plan floor with hot desking.

The first new floor was fitted with phone booths – glass enclosed rooms, 12 feet wide by 5 feet deep with a small counter. Two monitors, a universal docking station, phone and a Pro 9460 base were installed in each booth.

The floor is built for 280 people to sit, but the four or five departments that live on that floor comprise 360 users including remote workers, who have all been provisioned with their own headset to use when in the office. The staff on this floor sit close to each other, making noise cancelling an essential headset feature.

“Users seem happier. If we’re saving them 10 to 20 seconds, maybe 15 or 20 times a day, we’re doing that every day for hundreds and hundreds of people and that’s where we’re getting ROI.”

Director, End User Computing, Technology Operations



Now when a user needs to make a confidential call, they leave their hot desk, dock their headset in the Pro 9460 base in the booth and log into their phone extension on their laptop. In some cases, users don’t even dock when they move to a booth as the headset range is so good.

“The primary and secondary docking feature in the headset was critical for maintaining our ability to enable privacy and support desk sharing at the same time.”

Director, End User Computing, Technology Operations

The compelling features of the Pro 9460

Within a few months, the company had ordered 600-800 of the Pro 9460 from a long-standing IT partner. However, with over 300 people operating on one floor, there’s only so much radio frequency available. Fortunately, the improved DECT density performance in the new ultra-low wireless range setting on the Pro 9460 overcame this challenge.

Other compelling features are the noise cancelling, dual ear, wireless and incredible sound. The pop-up glass screen that shows the charging level and makes volume control easy is also popular with users.

As analysts spend all day on the phone, comfort and ergonomics are highly important. The Pro 9460 headset has improved their working environment, and analysts are now more mobile.

A range of Intelligent Audio Solutions

Already users of the Jabra Biz 2400, the company also bought Pro 9450 headsets for some of their overseas offices and Jabra Evolve 30 and 80 for employees preferring noise cancelling wired USB headsets.

“Jabra was able to address the different communication needs of multiple teams across the organization with our mix of intelligent world class audio solutions.”

Gary Smolokoff, Large Account Manager, Jabra

Next steps: Skype for Business roll out

The first phase of 600 to 800 Pro 9460 headsets rolled out within a few months, the IT director worked with the rest of the company to set up global support and make Jabra headsets part of the corporate standard.

Microsoft Skype for Business is being rolled out to everyone in the enterprise over the next five months; that’s 20,000 users with the first 4,000 going live in January 2017. Supporting this initiative, the company issued a catalogue of compatible products that featured Jabra solutions on its first page, as high-quality, fit-for-purpose end user headsets are crucial to the deployment of any UC solution.

“The best evidence for me of the quality of Jabra headsets is that it will be one year since we deployed those first 300 units and when I look at the users on that floor I don’t see a single replacement.”

Director, End User Computing, Technology Operations

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