

BOLZANO PROVINCE EMERGENCY CONTACT CENTER CHOOSES JABRA

With the implementation of Jabra GN9120 Duo professional headsets, the operators at the Emergency Contact Center of the Province of Bolzano, Italy, can take all calls in clear sound quality and using wireless technology.

WHO IS THE EMERGENCY CONTACT CENTER IN BOLZANO?

The Emergency Contact Center of the Province of Bolzano, Italy, handles approximately 350,000 telephone calls and numerous radio calls every year as well as all radio communication with the emergency services: ambulances, the fire brigade, volunteers and the alpine rescue teams. The Emergency Contact Center is recognized as a reference point when it comes to technology and competences offered to the citizens and to fulfill their requirements.

REQUIREMENTS AND CHALLENGE

The project for the Emergency Contact Center in Bolzano was to provide equipment for the various operators offering professional headsets so that they could listen with great precision to incoming emergency calls under critical conditions. The headsets leave the operators' hands free so that they can use the computer at the same time as well as move about freely for any reason without having to interrupt an emergency call.

The challenge for Jabra was to fulfill these requirements by proposing a wireless product, which could be adapted to a highly advanced technological and professional environment so as to offer the best service possible at a performance level of a high audio quality.

On the recommendation of Frequentis – an Austrian company, who develops TLC solutions for critical processes – the Emergency Contact Center was urged to contact Jabra to identify the ideal solution. The ideal product was identified as the Jabra GN9120 Duo model.

COMPANY

Customer:	Emergency Contact Center of Province of Bolzano
Web Site:	http://www.consiglio-bz.org
Country:	Italy
Industry:	Public Sector

PROFILE

The Province of Bolzano, commonly known as South Tyrol, is a province in northern Italy. It is one of the two provinces that make up the region of Trentino-Alto Adige/Südtirol. The Province has an area of 7,400 square kilometers and a total population of more than 500,000 inhabitants. Its capital is the city of Bolzano. The Bolzano Province Emergency Contact Center handles all emergency telephone calls and communication with the emergency services

BUSINESS CHALLENGE

Need for professional headsets with great precision to be able to listen in to incoming emergency calls under critical conditions

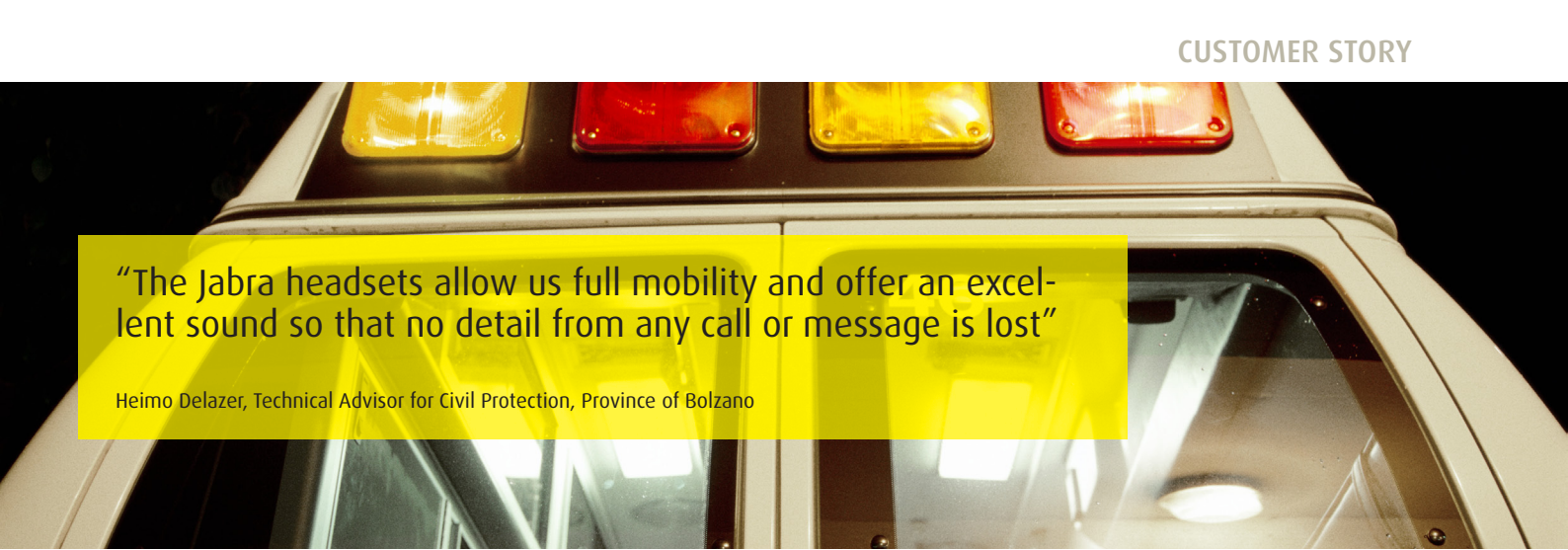
JABRA SOLUTION

JABRA GN9120 Duo	
# of Units:	100+

BUSINESS BENEFITS

- Excellent sound so that no detail from any call or message is lost.
- Quick and efficient implementation
- Great support
- Full mobility





“The Jabra headsets allow us full mobility and offer an excellent sound so that no detail from any call or message is lost”

Heimo Delazer, Technical Advisor for Civil Protection, Province of Bolzano

And thanks to its innovative characteristics that fulfill all structural requirements, and thanks to its renowned performance (microphone with noise cancellation, battery with a long lifetime, simplicity of the coupling phase for headset/ base station upon staff change, optimum audio), Jabra GN9120 Duo headsets proved to be exactly the right product for the innovation and integration of the existing technological structure in replacing the old products, which was previously used.

The implementation and installation of more than 100 Jabra GN9120 Duo headsets at the Emergency Contact Center of the Province of Bolzano was quick and efficient. This was mainly due to the staff's professional attitude, the cooperation with the retailer, iiti di Bolzano, as well as the support from the authorized distributor, Itancia.

“It is vital to the Emergency Contact Center of the Province of Bolzano to have flexible equipment of a high technological quality that can guarantee our full attention to all incoming calls. The Jabra GN9120 Duo headsets allow us full mobility and offer an excellent sound so that no detail from any call or message is lost. We are very satisfied with our choice and with the support we got from our supplier upon installing and setting up the equipment”, says Heimo Delazer, Technical Advisor for Civil Protection.

THE PROPOSED SOLUTION

Having thoroughly studied the requirements put forward by Emergency Contact Center of Province of Bolzano, Jabra proposed the Jabra GN9120 Duo model. A wireless headset, which is particularly suitable for intensive and professional use and very suitable for environments in which a high audio quality is imperative – for both incoming and outgoing calls.

In this case, Jabra GN9120 Duo comes with dual speakers for a unique listening sound quality. The microphone with noise cancellation results in the best audio transmission quality, which gives a very clear communication between the operator and the center. DECT technology provides an application range of up to 150 meters, which gives the user the freedom of being able to move about freely and safely without any obstacles. A talk time of up to 12 hours, Jabra GN9120 Duo never fails even on the longest work days.

MORE INFORMATION

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