

# UC AND JABRA SECURE FUTURE WATER LEVEL IN AARHUS

What do Unified Communications (UC) and modern headsets have to do with clean drinking water? Not a lot. However, Aarhus Vand A/S expects the company's investment in a new communications solution will increase efficiency of operations, improve work environment and optimize municipal services so that clean, running water fills the faucets without fuss.

Ensuring that citizens have clean drinking water is a job everyone expects to be carried out problem-free. The same is true for wastewater, which must be cleaned. It's no different in the city of Aarhus, the 2nd largest city in Denmark. Here it's Aarhus Vand A/S that has been on the job since the beginning of 2010.

"Clean drinking water is a human right. But, to guarantee clean water running through the faucets is something that just doesn't happen on its own. When we established Aarhus Vand A/S in the beginning of 2010, we approached the challenge with a vision to do things even better and be even more effective," says Per Lindholm Jensen, System Administrator at Aarhus Vand A/S, adding: "At Aarhus Vand, the goal is to put the customer in the center to an even greater extent. Our customers should experience every day that we are available and always ready with complete answers and sensible solutions. Our new communications solution supports this goal to a large degree."

Today Aarhus Vand has implemented Microsoft® Office Communicator and Nortel CC7 contact center in the company and, to top things off, all the relevant employees are equipped with at Jabra wireless headset.

## UC SETS NEW STANDARDS

For Aarhus Vand, improving efficiency had to do primarily with switching from old and inefficient to new and efficient. Per Lindholm Jensen explains: "Above everything else, we wanted an IT and telesolution that once and for all could replace the old, physical telephones. To get the most from the solution we equipped all relevant employees with a wireless headset.

## COMPANY

Customer:	Aarhus Vand
Web Site:	www.aarhusvand.dk
Customer Size:	250 employees
Country:	Denmark
Industry:	Public Sector

## PROFILE

The purpose of Aarhus Vand A/S is to ensure the health and environmental quality of the water and wastewater supply by respecting supply safety and nature and ensuring that the company operates in an effective way that is transparent for the consumer

## BUSINESS CHALLENGE

Need for increased efficiency of operations, improved work environment, optimized services

## JABRA SOLUTION

Products:	JABRA GN9350e
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## BUSINESS BENEFITS

- Future-proofed productivity is secured
- Improved efficiency
- Satisfied Employees

“Our wireless headsets give our employees a much more flexible and noise-free working situation, and thereby completely supports the use of Unified Communications throughout the company, as was intended.”

Per Lindholm Jensen, System Administrator, Aarhus Vand A/S

It doesn't help much to have a top modern communication solution if the sound is not optimal, especially when the solution is used on a daily basis and mostly for telephony.”

When a company like Aarhus Vand A/S chooses to bring Unified Communications on board, they are future-proofing the company's productivity and efficiency. With the Unified Communications solution and headsets that Aarhus Vand A/S has purchased and implemented, all the communication to and from the company is integrated directly with the tools that the employees use most. This means, for example, that a call or video meeting can start directly from an employee's PC. In addition, a solid and professional headset ensures sound quality – no matter if the employee is sitting in a closed office or an open office landscape.

#### SATISFIED EMPLOYEES WITH NEW POSSIBILITIES

As Per Lindholm Jensen explains it, in the beginning it was a challenge for the employees to change from using a physical telephone to communicating via a PC and a headset. Nevertheless, after just a few months' operations, the employees were completely at ease with the solution – and the many new possibilities. “When you choose to replace the old-fashioned telephones, like we did, you need to change your mindset from the very beginning, and make a break from the idea that a telephone conversation requires a telephone. But once thoughts and routines are broken, a whole new world of new possibilities opens,” says Per Lindholm Jensen.

Studies show that a Unified Communications solution with a good headset can save employees around 20-30 minutes of work per day. A real plus for Aarhus Vand A/S; however, Per Lindholm Jensen emphasizes that an even bigger advantage has been how the new communications solution has optimized their working environment by reducing the noise level in the open office areas. “Our wireless headsets give our employees a much more flexible and noise-free working situation, and thereby completely supports the use of Unified Communications throughout the company, as was intended.”

#### GLOBE SYSTEMS DELIVER THE GOODS

Jabra is sold through selected distributors. One of these is Globe Systems, which is also behind the deal with Aarhus Vand A/S. At Aarhus Vand A/S, they are completely satisfied.

“Globe Systems has delivered particularly competent service both in the consulting phase and in situations where we needed service support,” concludes Per Lindholm Jensen.

#### HEADSETS PROMOTE UNDERSTANDING

A headset is no longer just a headset. Jabra GN9350e is part of the Jabra GN9300e Series, which delivers high performance in both traditional and pc-based telephone environments. In short, the Jabra GN9300e Series has all the benefits of handsfree mobility in one ergonomic and future-proofed, lightweight design.

The Jabra GN9300e Series utilizes the newest digital technology within digital signal processing (DSP). This gives improved sound quality and ensures a secure and stable sound level. The Jabra GN9300e Series smart microphone arm with noise-reducing microphone and improved wind noise reduction means that the user's voice always transmits clearly.

The Jabra GN9350e is practical and user-friendly and is equipped with an advanced LCD display on the base unit so the user can set up user-defined calling parameters, such as sound level and sound output. With a wireless range of up to 120 meters plus conference functionality, the Jabra GN9350e means increased communication potential.

#### MORE INFORMATION

Please visit [jabra.com](http://jabra.com) for more information.

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