

GUNNEBO CHOSE JABRA FOR THEIR LYNC VENTURE

When the global security group Gunnebo had to choose headsets for their Microsoft Lync solution, their choice was Jabra because they could offer flexible headset solutions that meet the requirements of virtually all their employees.

NEW COMMUNICATIONS SOLUTION

At the end of 2011, Gunnebo, a global company within the security industry, made the decision to roll out Microsoft Lync to 4500 of its employees worldwide. They needed to replace their traditional telephony with a single communications solution with which the users could communicate more effectively, while telephony and hardware costs could be lowered. With Microsoft Lync, employees can send instant messages, make and answer calls, conduct meetings and see each other's presence status in one tool.

To really be able to take full advantage of its new communication solution, they searched for a flexible headset solution that would work with Microsoft Lync telephony and mobile telephony. They wanted a high quality headset that was optimized for Microsoft Lync, and which could offer benefits in terms of broadband sound, noise-canceling microphones and acoustic shock protection.

"We considered several different suppliers, but Jabra was with us early in the process," says Bjorn Nilson, Group IT Manager at Gunnebo. Together with Jabra, we conducted an extensive needs analysis where we mapped all the needs we had in the group."

Together, Gunnebo and Jabra reviewed and compared the benefits between different quality headsets and for different types of users. Soon it became clear that the Jabra UC VOICE 550 MS DUO matched virtually all of Gunnebo's requirements.

"What finally made us choose Jabra was a combination of product characteristics, quality and price," says Dr. Björn Nilson.

COMPANY

Customer:	Gunnebo
Website:	www.gunnebo.com
Employees:	5500
Country:	Headquarters in Sweden, with offices in 31 countries worldwide
Industry:	Financial Services

PROFILE

With a global presence and extensive expertise Gunnebo offers unique services and solutions to its customers. The security company has expertise in banking security, cash handling, safe storage and entrance control, and has a wide range of service offerings. The company has 5,500 employees in 31 countries and sales of more than 5100 M SEK.

BUSINESS CHALLENGE

Find a single communications solution that enables users to communicate more effectively while lowering telephony and hardware costs.

PHONE SYSTEM

Microsoft Lync

JABRA SOLUTION

Products: Jabra UC VOICE™ 550 DUO and Jabra SPEAK™ 410

BUSINESS BENEFITS

- Security with regard to implementation and technical support
- Products and solutions that cover virtually every need
- The best product features
- Highest quality and the best price

“Jabra offers a wide range of products and solutions that cover virtually all our needs”

Björn Nilson, Group IT Manager, Gunnebo

CLOSE COOPERATION

Another important factor was the security that Jabra could offer with regard to implementation of the headsets and the technical support afterwards.

“Throughout the entire project we worked closely to ensure that the customer could feel secure in knowing that all the requirements that were identified in the needs analysis were being met and, at best, exceeded,” says Daniel Parlfjärd, High Touch Manager at Jabra.

As soon as the agreement with Jabra was ready, Gunnebo began to equip their call agents in the Swedish organization with the new headsets. During the coming year, Microsoft Lync will be rolled out throughout the group, in all 31 countries, and each employee will receive Jabra UC VOICE 550 MS DUO, which is optimized just for Microsoft Lync. In addition, many of the employees, including the Gunnebo managers in the different countries, will be equipped with Jabra SPEAK 410 speakerphones to speak with each other.

Over time, more Jabra products will be introduced within the company.

“We are constantly looking at what our employees need to carry out their duties as efficiently as possible,” says Björn Nilson. “Jabra has proven that they have both the technical expertise and flexibility we require.”

PRODUCT INFORMATION – JABRA UC VOICE 550 MS DUO

Jabra UC VOICE 550 MS DUO is a corded headset specifically designed for Microsoft Lync installations. The headset is made for employees who work a lot at their desk, but who sometimes work at other locations and need to take the headset with them. Jabra UC VOICE 550 MS DUO has a classic look with soft leather around the headband and comfortable ear pads.

The headset has excellent sound quality for PC calls, conference calls, live presentations and other multimedia applications. The microphone features noise cancelling, which ensures that the person in the other end of the handset cannot hear the background noise around the speaker. This makes the headset ideal for use in more noisy office environments.



PRODUCT INFORMATION – JABRA SPEAK 410

Jabra SPEAK 410 is a speakerphone with wideband sound for individual calls and conference calls in small groups. The speakerphone connects easily to your PC via an integrated USB cable. The compact design and protective carrying case enables easy portability. Jabra SPEAK 410 is also available in a version optimized for Microsoft Lync.



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