

# ONNINEN WINS WITH JABRA

Value for money and functionality are the key advantages of 90 Jabra BIZ™ 1900 headsets.

Onninen decided to invest in new technology to simplify the daily tasks of its employees, whose key responsibility is communicating with external and internal clients. The company purchased 90 Jabra BIZ 1900 Mono headsets. They are used at the company headquarters and its 30 offices. The headsets are mostly used by the sales, office, helpdesk, and IT department employees. Jabra BIZ 2400 is used on a daily basis by the CEO of Onninen.

The tasks of Onninen employees include preparing offers, receiving and coordinating orders and product shipments as well as answering any questions the clients and employees might have about products, order status or technical specifications. The employees provide information on specifications, availability and location of products. They also act as technical consultants. In order to work effectively, they need access to data at the right time and a tool for efficient communication with clients and each other. Office workers answer phone calls 5 days a week, for several hours a day. During peak hours, each person takes a few dozen phone calls, with average total length of 4 hours per day. As the workers say, they are “on the phone” the whole day. But at the same time they need to perform other tasks. While they are talking, they reach for documents and search for data, so they need their hands free. This can only be achieved with a suitable headset.

“Our employees suggested that headsets would be useful in their daily work. Taking into account our telephone-intensive environment, choosing the appropriate equipment is very important. Our headsets must be durable and functional to ensure efficient customer service. We also want the devices to be cost-effective. We started the selection process from testing. Our employees were able to try out different headsets supplied by leading manufacturers. For quite a long time, we had used headsets from a U.S. supplier, which we also tested in the selection process. But we saw that they offer similar features but are not as cost effective as Jabra headsets. We opted for Jabra BIZ 1900, because they are ideally suited to employee needs, they had the best test results and offered cost savings. A Jabra consultant supported us at every step of the

## COMPANY

Customer:	Onninen
Website:	www.onninen.pl
Country:	Poland
Industry:	Retail

## PROFILE

Onninen is a Finnish family company operating on the market of technical materials since 1913. It provides integrated materials services for contractors, the industry, public organizations and retailers from various sectors, such as electrical engineering, plumbing, heating, ventilation and air conditioning. It employs over 3,000 people in Finnish, Swedish, Norwegian, Polish, Russian, Baltic and Kazakh operations. The group turnover amounted to EUR 1.4 billion in 2010. In Poland, the company has a network of over 30 wholesale stores throughout the country. The company offers professional service, an online ordering system, technical support, product training and shipment. The company has implemented a quality management system ISO 9001 and an environmental management system ISO 14001.

## JABRA SOLUTION

Products:	Jabra BIZ™ 1900, Jabra GN2000 and Jabra BIZ™ 2400
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Leader at Onninen

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selection process, starting from the offer, through technical assistance, to delivery. The consultant also demonstrated a deep understanding of our company’s needs. In short, we chose Jabra because of the best feature set and value for money” – says Andrzej Muszyński, Infrastructure Team Leader at Onninen.

“Jabra BIZ 1900, which is used by 90 office employees at Onninen, can be described as a cost-effective device that has all the key features needed for comfortable work and successful telephone communication. The headset microphone has a flexible tip that can bend in all directions, which gives the user freedom and comfort. Features such as noise-canceling and PeakStop, which provides acoustic shock protection, allow for high quality audio transmission, and thus – a high quality of communication over the phone. The headsets are available in mono and duo variants. Onninen purchased 90 Jabra BIZ 1900 Mono headsets” – says Dariusz Rzeszotarski, Business Development Manager & UC Specialist, Jabra.

“This way the employee talking on the phone can hear what’s going on in our open space office and is able to respond to client’s questions at the same time. This allows simultaneous communication with the person on the other end of the line and with other people in the open space” – says Andrzej Muszyński.

“We selected corded headsets because this model is consistent with the needs of our employees, and is more cost-effective for our company” – adds Mr. Muszyński. “Jabra BIZ 1900 comes with a connecting cable for landline phones as a standard. Each employee has been equipped with such a headset. In addition, several people who reported the need to connect their headsets to laptops and mobile phones received headsets with appropriate connecting cables. What’s more, some employees use Jabra BIZ 1900 in the car while talking on their cell phones. These employees appreciate the equipment durability. Before, they were using up to three headphones per year. Now there is no need for a replacement” – says Andrzej Muszyński.

Jabra BIZ 2400, which is used by the CEO, is one of the most advanced models in the professional headset segment.

Neodymium speakers provide high audio quality and gold-plated microphone plugs improve voice transmission quality. Jabra BIZ 2400 is characterized by a durable construction. The headset comes with a patented microphone boom arm which allows 360° rotation. Jabra BIZ 2400 is partly made of surgical steel and the cord is reinforced with Kevlar. The headset is very easy to use with programmable buttons placed on the cord. It is perfectly suited to the needs of people who make frequent telephone calls and want to ensure high quality of communication and equipment design.

Onninen also uses one Jabra GN2000 headset which was given to the company as a gift after the testing. Jabra GN2000 is available in mono or duo variants. Just like Jabra BIZ 1900, it has a microphone with noise-canceling and acoustic shock protection features. The microphone boom is movable and the user may choose between imitation leather and foam ear-cushion.

“Jabra headsets have delivered many benefits. Jabra BIZ 1900 is a durable and affordable set that offers numerous business advantages. Jabra BIZ 2400 is a high-end device with advanced features and aesthetic design. Jabra sets enable comfortable hands-free operation – the user may type on the keyboard, make notes or search for documents with both hands. Thus, employees can multi-task and avoid shoulder, neck and back pain caused by incorrect sitting position during a phone conversation. Both their work performance and physical condition have improved” – says Andrzej Muszyński.

“Headsets are one of the main tools enabling effective and comfortable communication, so companies should not hesitate to invest in them. If the headsets are tailored to the needs of employees and the enterprise, they will bring a high return on investment” – concludes Dariusz Rzeszotarski.

#### MORE INFORMATION

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