



## JABRA DELIVERS CALL QUALITY TO IT EXPERTS

Founded in 2001, Canada-based ProServeIT is a privately-owned professional services IT company serving customers throughout North America. They aid technology services companies in completing projects ranging from 250 users to vast enterprises, as well as provide managed IT services and support desk help to organizations of 50 to 800 technology users.

### THE CHALLENGE

For years, ProServeIT's 55 employees had worked under a strict Bring Your Own Headset (BYOH) policy. However, with employee-bought headsets ranging anywhere from brand names to inexpensive knock offs, call quality and mobility left much to be desired. Deciding this "mixed bag" approach to devices would no longer work, management took on the task of researching a single, quality assured brand of devices.

### THE SOLUTION

Before selecting a new system, ProServe IT decided on the specific requirements around mobility and call quality. After conducting extensive research, the company narrowed the short list down to three: Jabra, Plantronics and Sennheiser. Ultimately, Jabra was the best fit.

Aside from superior call quality, Jabra also offered a web-based solution that enables remote deployment of software, firmware and settings for USB audio devices. This solution, called Jabra Xpress, enabled ProServe IT to register each device to a central piece of software, therefore, tracking each device. Jabra Xpress also reduces the time needed for headset configuration from days to just hours as mass deployment and device management is done in five simple steps.

"Jabra did a wonderful job in discovering our business needs and then engaging with us to make sure their devices were meeting them," said Eric Sugar, vice president

### COMPANY

Customer:	ProServeIT
Website:	www.proserveit.com
Country:	Canada
Industry:	Technology services

### PROFILE

Canada-based ProServeIT is a privately-owned professional services IT company serving customers throughout North America. They aid technology services companies in completing projects ranging from 250 users to vast enterprises, as well as provide managed IT services and support desk help to organizations of 50 to 800 technology users.

### BUSINESS CHALLENGE

ProServeIT needed to standardize its headsets and provide better call quality, mobility for users and easy deployment whether in the office or remote.

### PHONE SYSTEM


Microsoft Lync®

### JABRA SOLUTION

Products: Jabra Xpress, Jabra BIZ™ 2400, Jabra PRO™ 9470, 9465 and 9460, Jabra SPEAK™ 510, Jabra Motion

### BUSINESS BENEFITS

- Call clarity
- Mobility for employees on the go
- Simple deployment
- Tracking and performance ability



“Throughout the entire process, I knew that they (Jabra) understood how our business works. Honestly, it felt like how I want my own sales team to be selling.”

Eric Sugar, Vice President of Sales and Marketing

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Eventually, ProServeIT deployed 55 headsets enabling employees to begin using them immediately. Today, every ProServeIT employee, whether in Toronto, a satellite location or in the field, uses one of the Jabra solutions either the Jabra BIZ 2400, Jabra PRO 9400 or the Jabra Motion headsets. ProServeIT also recommends Jabra to all of their managed services clients to ensure that they get the same great quality that they selected for their own team!

“After we made the switch to Jabra devices, our customers immediately noticed the improvement in call quality,” said Sugar. “After working with spotty devices for years, we are glad to have finally found Jabra.”

#### **MORE INFORMATION**

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