


Jabra®

JABRA GN2000 IN ECOD CALL CENTER COMARCH

Choice was made after testing several solutions available on the market. The implemented solution allowed for increasing productivity and work comfort, thus facilitating Comarch's customer service. It was feasible mostly due to Jabra GN2000's high durability, comfortable ear pads, adjustability to ear shape, wideband audio and a noise-cancelling microphone.

SITUATION

Throughout the world, 3500 employees in Comarch - an international integrator and producer of innovative IT systems - are happy to use their working stations equipped with the Jabra GN2000 headsets and Jabra GN8000 Amplifiers in its ECOD Call Center (Electronic Document Processing Center)

Before the final purchase decision was made, staff members were able to test several solutions available on the market. Economical headsets were needed to work successfully in louder rooms, for holding 3 to 5 hours of telephone conversations daily, and also substantially influence work comfort and phone call efficiency. For that reason, the optimal equipment not only had to feature comfortable earpieces and guarantee a high quality of sound, but it also had to offer the functions of call mute and volume adjustment, which would facilitate internal consultations while in conversation with the customer.

COMPANY

Customer: Comarch SA

Web Site: www.comarch.com

Customer Size: 3500 employees

Country: Poland with subsidiaries in 14 countries

Industry: Manufacturing / Professional Services

PROFILE

Comarch is a global IT business solutions provider specializing in maximizing customer profitability and optimizing operational and business processes. Since its inception in 1993, Comarch has developed at a rapid pace. Today, Comarch is the leading IT company in Central & Eastern Europe and employs nearly 3500 highly experienced IT engineers and business consultants throughout the USA, Europe and the Middle East.

PRODUCT

Products: Jabra GN2000, Jabra GN8000 Amplifiers

“ An important factor was the optimal price on offer for high quality equipment which suits all our expectations. ”

Jacek Gradzik, Director of Centrum ECOD Helpdesk, Comarch SA

COMARCH
INFORMATION TECHNOLOGY

GN Netcom is a world leader in innovative headset solutions. GN Netcom develops, manufactures and markets its products under the Jabra brand name.

A BRAND BY

GN Netcom

JABRA® IS A REGISTERED TRADEMARK OF GN NETCOM A/S

WWW.JABRA.COM



Jabra®



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Jacek Gradzik, Director of Centrum ECOD Helpdesk, Comarch SA



BENEFITS

Eventually the choice was the Jabra GN2000 headsets, featuring a boom arm with a noise-cancelling microphone. That microphone type was intended for use in noisy open-space office rooms. Moreover, applying PeakStop technology eliminates sudden noise peaks, thus protecting the user’s sense of hearing.

“While choosing the equipment for our Call Center, I came to like Jabra’s offer because of the chance to test various product options in practice prior to the final decision. An equally important factor was the optimal prize on offer for high quality equipment which suited all our expectations,” comments Jacek Gradzik, Director of Centrum ECOD HelpDesk in Wdroenia in Comach S.A. Jacek Gradzik - responsible for the purchase of headsets for the ECOD Call Center keeps in constant touch with the consultant of Jabra, who guarantees help in any problem concerning the use of solutions offered by Jabra.

The implemented solution allows for increasing productivity and work comfort, thus facilitating Comarch’s customer service. It is feasible mostly due to such features of the Jabra GN2000 as high durability, comfortable ear pads adjustability to ear shape, wideband audio, and a noise-cancelling microphone. Also, the amplifiers have much improved the sound quality by reducing the background noise and maintaining a consistent volume level, and provided for aural protection better than headsets connected directly.

The Jabra GN2000 headset series can be used in both analog and IP telephony. To enable cooperation with internet telephony, it is enough to use the USB interface, which is a complete plug-and-play product, compatible with Microsoft Windows, and equipped with built-in sound controls.

MORE INFORMATION

Please visit www.jabra.com for more information and e-mail.