



# LIGHTWEIGHT HEADSETS ENHANCES COLLABORATION

## REMOTE STAFF CAN EASILY COMMUNICATE WITH HEAD OFFICE



MedcoEnergi, an Indonesian energy company wanted to enhance collaboration with Microsoft® Office Communicator Server 2007 compatible headsets. Previous headsets were bulky and unsuitable for long use. Deploying the lightweight Jabra BIZ™ 620 USB headsets lets staff collaborate comfortably with ultra-clear communications.

### SITUATION

MedcoEnergi is in the oil and gas, exploration, production, and power generation business. Founded in 1980, it has 4,000 staff operating in five countries across North America, North Africa, and South East Asia. To improve staff collaboration, the company deployed Microsoft® Office Communicator Server (OCS) 2007 across its Indonesian offices.

By deploying Unified Communications, it eliminated the use of desk phones—consolidating voice and data communications onto the IT network. Staff can now use headsets with OCS-enabled computers to locate and talk to anyone online. M. Ageng Wiryawan, Business Relation Manager of Information Service, MedcoEnergi says, “With this development, headsets have become a norm for collaboration, users can now communicate while performing other tasks like typing or checking inventory levels.”

However, staff were complaining about heavy headsets. Mobile users especially preferred smaller and lighter headsets. Additionally, with two speakers – one for each ear – the previous headsets prevented hearing of external sounds, potentially reducing emergency response time—a crucial safety requirement in the oil and gas industry. Thus its Safety, Health, Environment (SHE) department wanted single speaker headsets instead.

MedcoEnergi was also looking for a durable alternative with a minimum two-year lifespan to survive daily office use. It also had to be OCS compliant—in line with the company’s continued adoption of unified communications.

**Company:** MedcoEnergi  
**Country or Region:** Indonesia  
**Industry:** Oil and Gas.  
**Customer Profile:**

Formed in 1980, MedcoEnergi is an oil and gas company that earned U.S.\$667 million revenues in 2009. Based in Indonesia, the company has 4,000 staff in five countries globally.

#### **Business Challenge:**

To enhance collaboration, especially with mobile staff, MedcoEnergi wanted to deploy lightweight headsets that were compatible with Microsoft® Office Communicator Server 2007.

#### **Solution:**

MedcoEnergi deployed Jabra BIZ™ 620 USB headsets to enable online staff to talk clearly and conveniently while performing their daily tasks.

#### **Business Benefits:**

- Improved productivity
- Enhanced convenience
- Improved safety
- Better ROI



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“The Jabra BIZ 620’s noise cancelling feature and true wideband support help block out background noises and deliver maximum call clarity, which is very important to avoid miscommunication.”

**M. Ageng Wiryawan**  
Business Relation Manager of Information Service  
MedcoEnergi

## SOLUTION

MedcoEnergi decided to deploy Jabra BIZ™ 620 USB headsets for its 1,500 fixed and 300 mobile staff to facilitate communications and collaboration. With support from PT. Hadasah Utama, the reseller, Medco Energi spent three months rolling out 1,840 headsets by May 2010 to eight Indonesian sites including Jakarta, Palembang, Kaji, Soka, Langsa, Singa, Tarakan, and Sembakung.

With its USB connectivity, the headsets enable real-time voice communications with online users. Now, engineers in remote offices can conveniently talk to finance or supply chain personnel in central offices—while engaging in their work.

## BENEFITS:

MedcoEnergi has enhanced collaboration with the lightweight Jabra BIZ 620 headset that is certified to work with Microsoft Office Communicator for extremely clear voice delivery. Wiryawan says, “Users really like the new Jabra headsets because of its comfort and clear voice delivery even while talking to remote staff.”

### IMPROVED PRODUCTIVITY

Its comfortable design allows full-day use for enhanced productivity—without causing physical strain to users. Previous headsets gave only two hours of comfortable use. “Additionally, the Jabra BIZ 620’s noise cancelling feature and true wideband support help block out background noises and deliver maximum call clarity, which is very important to avoid miscommunication,” says Wiryawan. This helps eliminate concurrent IM chatting.

### ENHANCED CONVENIENCE

With its plug-and-play feature, users can easily talk to anyone online by connecting it to an OCS-enabled computer. Slim and much lighter than the previous headset, the Jabra BIZ 620 headset is especially useful for mobile users, who can carry it anywhere for portable usage.



### IMPROVED SAFETY

With a single speaker, the Jabra BIZ 620 headsets let users hear and respond rapidly to hazards, without feeling isolated. Wiryawan says, “With its single speaker, users can talk, while being aware and responding to situations around them.” Thus, an innocent yell or emergency alarm is easily heard.

### BETTER ROI

The Jabra BIZ 620 headset is expected to provide over two years of durable, office usage—improving MedcoEnergi’s ROI. Additionally, compatibility with OCS will support the company’s planned upgrade to Microsoft® Office Communicator Server 2010 without any issues—or added investments.

### FOR MORE INFORMATION:

To learn more about MedcoEnergi, please visit [www.medcoenergi.com](http://www.medcoenergi.com)

To learn more about Jabra BIZ™ 620 USB solutions, please visit [www.jabra.com/AP-CP/headsetsolutions/Pages/JabraBIZ620.aspx](http://www.jabra.com/AP-CP/headsetsolutions/Pages/JabraBIZ620.aspx)