



Prominent Virginia University turns to headsets to improve communication

The challenge

With hundreds of departments and faculty and staff working across over 1000 campus acres, this Virginia University's IT Department regularly investigates new ways to use technology to boost productivity for its employee base, including administrators and the IT team.

Like a lot of organizations, they explored transitioning from desk phones to softphones as a cost-effective way to enable employees to stay connected to the network – regardless of their location. The school also wanted to improve the call quality of conversations for employees using headsets, while providing a headset solution that easily transitioned to an ever increasing mobile workforce. Having a headset that could connect to multiple devices was also listed as a mission critical objective.

The solution

The IT department's first move was to select a Unified Communications (UC) solution to integrate voice, video, and data and, moreover, improve efficiency and collaboration.

After looking at a variety of solutions, the IT team selected the Avaya One-X platform which simplifies complex communications and helps users integrate with other technologies, including headsets. Once fully implemented, the UC system will provide a foundation for the integration of real-time communications services like telephony, instant messaging, chat and desktop video conferencing with other non-real-time communications services such as email, voicemail, and fax.

Following the initial rollout of Avaya One-X, the IT department used its Discovery Lab to conduct trial runs on various headsets that would work with its new unified communications platform. The school's administrators used several headsets as part of the trial run. Based on the administrators collective user experience, the school selected Jabra headsets – primarily for their ergonomics and long range capabilities (of up to 450ft/150m)

Customer

Organization: Prominent Virginia University
Country: United States
Industry: Higher Education

Profile

Founded in the late 19th century, this leading research institution has a proven history of turning scholars into leaders. With over 200 undergraduate and graduate programs offered to a student population exceeding 20,000, they help fuel economic growth and the creation of jobs locally, regionally, and across the state.

Phone system

Avaya One-X

Jabra Solution



Jabra 9400 Series

Jabra Motion Office*

Business benefits

- Reduced costs from standardization, centralized purchasing
- Better control from one touch screen and ability to answer any call from the same headset
- Improved productivity and professional call handling
- Enhanced mobility
- Easier control of assets
- Optimal usage of devices

“We have saved a significant amount through our standardized purchasing process of Jabra solutions.”

Director, Infrastructure and Application Development



that allow employees to move freely while speaking on the phone. Jabra headsets also delivered a higher call quality by blocking out ambient noise.

The school examined the various headset users across the university, based on different criteria such as whether the employees worked primarily in an office environment or if they were mobile-centric. This information enabled the University to provide the most optimal Jabra solution based on each employee's needs. Jabra is now the standard headset across the university - a move that makes it easier to control assets, reduce costs and save the IT department time on troubleshooting issues.

“Jabra headsets also delivered a higher call quality by blocking out ambient noise.”

“We have saved a significant amount through our standardized purchasing process of Jabra solutions,” said the Director, Infrastructure and Application Development. “In addition, the integration of the headsets with our Avaya One-X system has been seamless and led to enhanced collaboration among our administrators and faculty members who are using headsets to remain mobile and increase productivity”.



“In addition, the integration of the headsets with our Avaya One-X system has been seamless and led to enhanced collaboration among our administrators and faculty members who are using headsets to remain mobile and increase productivity”.

Director, Infrastructure and Application Development

To discover more please visit: [jabra.com](https://www.jabra.com)