

# JABRA DELIVERS THE LATEST IN HEADSET TECHNOLOGY TO EDF

EDF updates its telephony equipment with the latest generation of touch screen headsets and delivers the highest quality and mobility to its employees.

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As part of a large project that required updating their telephony equipment and accessories, the commercial department at EDF directed the IT department to provide new headsets. The commercial department had two important goals in mind:

1. Maintain the high quality of service for their post-sales operations
2. Realize the benefits of the latest technological and environmental enhancements

## HIGH EXPECTATIONS FOR QUALITY AND USABILITY

EDF needed assistance and it was natural for them to solicit the expertise of NextiraOne – their current communication infrastructure supplier and provider of appliances and applications for telephony, call centers, networks and security solutions – to find the best product to meet their requirements. EDF needed superior sound quality, noise protection, a robust boom to protect the microphone from acoustic shocks, simple installation, and dual hard and soft phone connectivity.

## FROM GOOD TO GREAT

The established relationship with EDF pushed NextiraOne to go one step beyond an already long list of requirements. They wanted some extra features that would guarantee the best possible user experience, and looked for innovative products that could bring additional benefits in terms of mobility, deployment and usability.

Jabra Pro 9460 quickly demonstrated its ability to satisfy all those requirements.

## COMPANY

Customer:	Electricité de France
Web Site:	www.edf.fr
Customer Size:	169000 employees
Country:	France
Industry:	Energy and Utilities

## PROFILE

EDF activities include engineering, production, transportation and distribution of both traditional and renewable energy. Through its 72 subsidiaries throughout the world, EDF served 38 million customers and posted 66 Billion Euro in revenue in 2009.

## BUSINESS CHALLENGE

Needed to maintain the high quality of service for post-sales operation and realize the benefits of the latest technological and environmental enhancements

## JABRA SOLUTION

Products:	JABRA PRO™ 9460
# of Units:	1700 (5000 planned by 2011)

## BUSINESS BENEFITS

All requirements for best possible user experience, mobility, deployment and usability were met

“You hear a ringtone, see the calling number on the touch screen, answer the call by touching the headset, navigate through the menus on the screen, speak ... Welcome to the age of Jabra”

EDF, Electricité de France

Jabra Pro 9460 had many features that made the validation team sit up and take notice. Among them were the touchscreen, the TCO 2007 certification that guarantees ergonomic compliance and minimal emission of electromagnetic perturbations, and the availability of mono and dual cordless models giving users a wide choice of configuration and a high level of mobility. What's more, the Jabra PC Suite application enables easy upgrade of headset software and fulfills the need for easy deployment of a large number of units.

#### **A SUCCESSFUL EVALUATION AND TESTING PHASE**

After selecting the Jabra PC Suite application, NextiraOne initiated training and testing sessions with a group of eager users and several Jabra Pro 9460 headsets. Users suggested a few enhancements, which were quickly implemented thanks to the easy customization capability of the application software.

Jabra's capacity to integrate so well into a change management process and a positive response from the testing team to an internal survey were instrumental in the final choice of products and subsequent deployment.

#### **FROM PILOT TO LARGE SCALE DEPLOYMENT**

NextiraOne then launched the deployment phase for the Jabra Pro 9460 headsets into the Commerce branch. To ensure safe and smooth installation and quick acceptance of the device by the employees, NextiraOne established a special on-line support team for pre-sales and user assistance service. An interface was also designed and developed between the EDF and NextiraOne data processing systems to facilitate and track the ordering and delivery supply chain.

Today there are about 1700 Jabra Pro 9460 units deployed and in use, with 5000 units planned for deployment by the end of 2011.

No doubt a new survey will be conducted, on a much larger scale, to confirm that the right choice was made and expectations have been met.

#### **MORE INFORMATION**

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