



BUSINESS

Success Story



Blach Construction calls on Plantronics solutions to unify their communications



Together. Building Greatness.™

Blach Construction:

<http://www.blach.com>

Headquarters:

Santa Clara, California, USA

Industry:

Building construction

Number of employees: 140

The Situation:

Blach employees needed the ability to move freely while being on desk, mobile, and PC calls.

The Solution:

Savi® 740 and Voyager® PRO UC

BACKGROUND

Blach Construction was founded by Michael Blach in 1970 and is currently under the leadership of his son, Mike Blach. This business has provided general contracting and construction management services to leading businesses and organizations throughout Northern and Central California for more than 40 years.

Blach knows that in order to stay on top in their industry, they need to be as good in the office as they are on the job site. Competition in the construction industry is fierce, and to stay successful Blach needs to keep in touch with its customers on a regular basis while also seeking out new business opportunities.

As a busy, customer-oriented organization, many of Blach's employees find themselves doing multiple tasks at any given moment in order to meet the needs of their customers. Talking on the phone while simultaneously taking notes or running to the printer without disrupting conversations is crucial to the well-being of their client-business relationships. They know that a miscommunication can lead to a mistake on the job site — a place where there's no room for error. That's why Blach has relied for years on the Plantronics CS55™ headset for all their communications with their employees, their subcontractors, and their clients.

BUSINESS CHALLENGE

Technology is constantly changing. Blach knew it was time to upgrade from their desk-only solution, the Plantronics CS55, to one that could also manage both mobile and PC calls.

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Better tools equal better success.

Their selection criteria included:

- The ability to move around the office while on a call
- Connectivity between desk, mobile, and PC phones while in the office
- Call quality over a long range
- A choice of options and accessories

The business development department, event planner, and IT support desk all use a combination of devices to communicate to clients and coworkers. To find the right solution for each department, Blach went to their employees to determine their needs.

Beth, business development specialist, makes and receives calls using her desk or mobile phones. She was using a CS55 headset for her desk phone calls; however, she wasn't able to use it for her mobile phone calls. Beth needed a hands-free solution that would connect to her desk and mobile phones as well as her PC for when she watched webinars. The Plantronics Savi 740 was the clear choice, giving her hands-free connectivity plus the ability to manage all her calls effortlessly.

For Renée, Blach's event planner, working from home and traveling for events while still maintaining communication as though she were in the office was a critical consideration. Since Renée would be using both her mobile phone and PC for communications, the Plantronics Voyager PRO UC Bluetooth® headset was the ideal solution because it connects to both mobile phones and PCs.

Blach's IT department had the most requirements. According to Ryan, IT desktop support, "We needed to be hands-free while working on the computer, and with shared offices, a headset was preferable. Call quality was also important because we have a large two-story office building and I need to be able to reach everyone." The IT

department receives calls via their desk and mobile phones, and some techs also need PC communication so they can talk while they "screen share" with their users. The Savi 740 was a perfect match for their constant-contact work style because it manages calls from all three devices.

PLANTRONICS — THE BLUEPRINT FOR A SUPERIOR UNIFIED COMMUNICATIONS EXPERIENCE

To date, Blach employees are enjoying better call quality, greater range, and a higher level of comfort. According to Beth, "I've noticed that calls are clearer and people have no problems hearing me. The Savi is extremely user-friendly. With a hands-free solution, I'm more productive while on the phone since I can take notes, print documents, or run to another office. I also like that I can use my desk, mobile, and PC phones without switching between headsets."

Better call quality and minimizing the need to place calls on hold has increased efficiency throughout the office. Ryan also feels that the Savi's seamless integration saves time because employees don't have to physically switch between their desk and mobile phones. Beth estimates that she saves about five minutes per call. And with an average of 30 calls per day, that means 2 ½ hours of saved time per day.

The Plantronics Savi 740 and Voyager PRO UC satisfied Blach's wish list, and then some. By upgrading their headsets, employees are now more productive and efficient on calls, which translates to increased revenues for the company.

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"Plantronics offers better range, clearer calls, comfort, and user-friendly headsets. The Savi 740 was a cost-effective purchase, and the headsets work as advertised."

— BRAD HULBERT,
PROJECT ENGINEER, LEED AP,
BLACH CONSTRUCTION

