

Case Study

Plantronics Manager Pro and Plantronics communications devices help Croonwolver&dros to work more flexibly, efficiently and simply



Usage analysis confirms that internet telephony and Plantronics communications devices are the right choice

The Coen tunnel, the A15, the Markthal and Central Station in Rotterdam are just a small selection from the large series of projects carried out by Croonwolver&dros. With 3,000 employees, the company is one of the biggest in electrical and mechanical engineering, automation and information solutions in the Netherlands. Croonwolver&dros also operates outside the Netherlands with offices in Poland and Aruba.

INTELLIGENCE THROUGH TECHNOLOGY

Under the motto 'Intelligence through Technology' Croonwolver&dros helps improve its clients' performance and sustainability with intelligent solutions in the field of electrical and mechanical engineering, automation and information technology. By implementing intelligent and self-learning systems, processes become more efficient and objects like ships, tunnels, buildings and factories can be used more effectively.

WORKING MORE SIMPLY AND EFFICIENTLY

Croonwolver&dros's new 'smart' head office in Rotterdam is sustainable and equipped with the latest technology. The company is also looking at a variety of possibilities in order to maximize the benefits of technology. For example it strives to enable its employees to work as intelligently as possible. Part of this was the changeover from fixed telephony to internet telephony in 2016 and the use of business communications devices. The company chose Skype for Business supplied by KPN and wired Blackwire 325 headsets from Plantronics. This model came out on top after an assessment of different devices by three suppliers. Savi 700, Voyager 5200 UC and the wired and wireless Calisto conferencing solutions from Plantronics have now been added to the mix. All desktop telephones have disappeared from their workplace.

Croonwolver&dros:
croonwolverendros.nl

Location: The Netherlands

Sector: Construction industry

Employees: 3,000

Solution: Plantronics Manager Pro (Usage Analysis) with Plantronics communications devices

Croonwolter&dros

The employees, about half of whom work at the office and half elsewhere, can work together more flexibly and easily thanks to this changeover. For example, Skype for Business indicates via a color and status indication whether someone is available, away or busy. Users can immediately see whether a colleague is available and send quick questions via a chat message. The headset also offers more freedom to use the hands while on a call.

PLANTRONICS MANAGER PRO

Croonwolter&dros now uses approximately 4,000 Plantronics communication devices. In order to manage them as simply and efficiently as possible and gain more insights, the company opted for Plantronics Manager Pro, a Plantronics Software-as-a-Service (SaaS) offering available as a separate subscription. After the introduction of Skype for Business and the headsets, the IT department needed real-time insight into their usage. They also wanted to have a better understanding of the different types of devices connected to the network, better control of these devices and simpler management.

Plantronics seemed a logical choice. A world leader in audio communications is not only up-to-date on all the ins and outs of the products used at Croonwolter&dros, but according to Jhon Megens, who has been responsible for all IT matters at Croonwolter&dros since 2017 and has worked at the company for almost 30 years, Plantronics is a very service-oriented organization.

Croonwolter&dros purchased the management tooling in order to ensure that all communications devices operate to full satisfaction. Megens says, "We don't want to lag behind in firmware at a time when hardware is always changing. Continuity can be guaranteed by continually monitoring and implementing firmware patches. Users can benefit from properly functioning devices without any problems, probably without knowing that software in the background is making this possible." Richard Meeuwisse, who is responsible for the operation of the environment via TBI SSC-ICT Diensten B.V. adds, "The headset users are very happy and we have almost no questions or problems."

The desire to simplify IT is also in line with the choice of a management solution in the cloud. Megens explains, "We don't want to continually carry out live updates and rely on our business partner. In addition, with these cloud solutions, the infrastructure costs are lower."

ADVANTAGES

Megens and Meeuwisse call the installation a piece of cake, but above all they praise the time saved and the convenience. Megens says, "Managing the headsets from a central location saves a lot of time. We also continually receive confirmation that we made the right choice." This new way of making calls, a new platform and new headsets must also ultimately be a choice that's embraced by the users. From the positive reactions and figures, Megens concludes that this is indeed the case. He says, "The adoption rate is currently around 95 percent."

With Plantronics Manager Pro, Meeuwisse can quickly carry out inventory reporting to determine who is using which headset, its operational status and which softphones the headset is connected to. As well as insight per user, he can also manage a selection of, or all devices at the same time, and he can put together an overview to see who has which firmware version and who needs an update so he can use new functions. He can also identify user personae within the organization and match them with the right headset and communication style.

With Plantronics Manager Pro, IT managers can put together the right mix of system settings and specific preferences set by users and push them to all the headsets, so that the user has a great experience right from the start. This service speeds up adoption by users because reports show if and how the headsets are used and the service guarantees they use the right settings. With this information, the IT department can determine who might need extra training or an adjustment of the settings.