



BUSINESS

Success Story



TC Computer invests in Plantronics headsets to improve their customer communications.

TC Computer
tccsi.com

Headquarters:
Houston, TX, USA

Industry:
Information Technology Services

The Situation:
Needed greater mobility when participating in online training course and handling calls from clients.

The Solution:
Plantronics Voyager PRO UC, MDA200 and CS540

BACKGROUND

TC Computer Services Inc., provides information technology (IT) infrastructure and managed support services to credit unions throughout Texas and Louisiana. The company was founded by Tom Canchola in 1996 and includes among its clients two of the largest credit unions in Houston.

Today credit unions are under a lot of pressure. The economy challenges their profitability. They must continue to minimize risk and adhere to strict regulatory requirements under tightening budgets. And consumers are more demanding of their financial institutions than ever.

Lacking the budget resources to maintain a full IT department, TC Computer credit union clients rely heavily on the services of the firm to ensure that their information technology systems are at all times advanced, available and secure. Meeting client needs for state-of-the-art technology makes technician training a top priority for the firm. Each TC Computer technician participates in at least 10 hours of training a month.

TC Computer also understands that readiness and responsiveness to any issue – even something as routine as a software license renewal – inspires client confidence. As a result, the company tries to minimize hold times when clients call in for help or information.

Always looking for ways to improve its operations, TC Computer decided that wireless headsets would go far to improve online training and call handling. All of the original corded headsets that came with the Cisco IP 7940 desk phones the company uses had broken or team members complained that they restricted movement.

After reviewing the various options, the company decided that Plantronics offered the range of solutions that would best meet its needs for enhanced comfort, productivity and efficiency, and audio clarity.

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BUSINESS CHALLENGES

Online webinars from Global Knowledge made technician training at TC Computer convenient. Still there were employee issues. The training package includes its own headsets, which are large, and because the cord is extremely short, inhibit mobility. It was difficult for technicians to get up to take a break or stretch during a training session, which could last as long as half a day. Technicians began asking if they could take the classes at a training center, which depending on the course could mean travel to another city.

"We were getting a lot of complaints from our technicians who said they would rather train offsite because the headsets made it uncomfortable for them to sit through the webinar at their desks," said Martin Paoli, company controller. "If technicians go offsite for training, they are losing valuable time. We wanted them to train at our office, so needed a headset solution that made the training experience as comfortable as it was convenient."

The Plantronics Voyager PRO UC Bluetooth® headset proved to be the ideal solution for use in training. The wireless headset, which connects to PC and mobile phones, enables technicians to move around freely and continue their training uninterrupted. Or they can conveniently put the training video on pause to go to the break room to get a cup of coffee without having to remove their audio equipment.

In addition to training, technicians need freedom of movement when they are on the phone with customers to retrieve documentation often located in another part of the building. By employing the Voyager PRO UC with Plantronics MDA 200 hub, which unifies PC, desk phone and mobile phone connectivity, technicians can be on calls no matter where they are in the building.

"Our team can conduct an entire conversation without ever having to stop and put someone on hold because they can walk around the office and get whatever information they need." Martin points out. "By saving even two to three minutes per call, our technical team can handle more calls more efficiently."

Tom and Martin had similar flexible communication needs. In the office,

they frequently are away from their desks conferring with each other or other team member and don't want to miss calls; and they participate in webinars. They also wanted hands-free availability for smartphone use so they would be sure to get calls when they are out of the office at client or new business meetings.

The Voyager PRO UC and MDA 200 are a perfect combination for their needs in the office. Of out the office, the Bluetooth headset paired with their smartphones reduces up to 80 percent of any background noise to provide clear calls in the car or on the street.

For help desk, which only uses only a desk phone, TC Computer purchased the Plantronics DECT™ CS540 headset. The cordless Digital Enhanced Cordless Telecommunications headset provides a range of 350 feet away for maximum mobility. "Our help desk staff member can move around the office as needed to get information or take a break and never miss a call or put someone on hold," Martin points out.

MOBILITY AND FLEXIBILITY ENHANCE CUSTOMER SERVICE AND PRODUCTIVITY

TC Computer management and employees are now enjoying greater comfort, flexibility and mobility with their wireless Plantronics headset solutions.

"No longer chained to their desks, our technicians now prefer to conduct training right in their cubicles at their convenience, which is less costly and more efficient than going offsite," Martin says. "Plus we all can move freely throughout the office when we are on a call, which helps customer relations and saves time."

Plantronics Voyager PRO UC and CS540 wireless headsets have boosted efficiency and productivity among the entire TC Computer team. When it comes to running a business, saving time is money in the bank or in this case, the credit union.

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— MARTIN PAOLI
COMPANY CONTROLLER
TC COMPUTER

