

## Case Study

# Plantronics Blackwire and Voyager products chosen as part of digital transformation in Registers of Scotland.

## World-class communications

### OVERVIEW

Registers of Scotland (RoS) can trace its history back to the 13th Century with a land ownership ceremony known as 'Sasine' (taken from the French word 'Seiser' meaning 'to seize'). This ceremony involved the handing over of a clod of earth and stones to represent the transfer of land from one owner to another. The first inventory of land ownership was in Edinburgh Caste. Registers of Scotland holds the oldest public land register in the world—the General Register of Sasines, which dates back to 1617. In today's world, Registers of Scotland is the non-ministerial government department responsible for compiling and maintaining 18 public registers. These relate to land, property, and other legal documents.

RoS is self-funding but still needs to follow Government directives for being digital by 2020 and as business changes rapidly, is embracing this with a digital transformation programme. This initiative translates into new offices in St Vincent Plaza, Glasgow, designed to be digital and efficient through a combination of floor space planning, furnishings, technology and communications that reflects a more dynamic approach as well as creating the same digital environment within its Edinburgh office. The next few years for RoS will see the organisation change almost as much as it has during the last 400 years.

### PLANTRONICS HEADSET SOLUTIONS ARE PART OF DIGITAL TRANSFORMATION

Plantronics is an integral part of the RoS digital transformation process with headset and communications solutions that are specifically designed and certified for UC in a flexible and agile "smarter working" environment.

Phil Millar, Skype for Business Tech Lead at RoS explains, "Our original building in Glasgow, Hanover House, was the home of RoS for some 25 years and in this time, had accumulated around 25 years' worth of equipment. Staff were on several floors and some spent a lot of time travelling to our other site in Edinburgh. This environment and working practice was no longer sustainable or efficient with the impact on both time and productivity. We embarked on the digital transformation programme, not only with a move to a fit-for-purpose building with St Vincent Plaza, but also a move to Skype for Business and adoption of Plantronics headsets."

St Vincent Plaza provides an innovative environment designed specifically to support digital and smarter working principles. For RoS, this means increased efficiency, reduced costs and a reduced carbon footprint. Each member of staff has a personalised working environment in terms of space, furnishings and technology to help maximise productivity and encourage team collaboration. There are also project breakout areas and meeting rooms with interactive screens and cameras that allow staff in both Glasgow and Edinburgh to interact and work together.

Skype for Business is in place to support this environment with multi-device communications and online collaboration. A combination of Plantronics headsets, including Blackwire, Voyager 5200 UC and Voyager Focus UC, are provided to staff depending on their needs, job function and location.

Phil continues, "Plantronics solutions were selected and stood out for us as they are easy to use in our multi-device environment and support mobile working. You have to consider

**Registers of Scotland:** [www.ros.gov.uk](http://www.ros.gov.uk)

**Location:** Glasgow and Edinburgh, Scotland

**Industry:** Public Sector

**Headset Users:** 1,200

**Services:** Non-ministerial government department responsible for compiling and maintaining 18 public registers. These relate to land, property, and other legal documents.

**Business Challenge:** Providing staff with effective unified communications (UC) headsets of choice and certified for Skype for Business.

**Plantronics Solution:** Blackwire 520, Voyager 5200 UC and Voyager Focus UC

#### Benefits:

- Designed and certified for Skype for Business and UC environments
- Three-way connectivity allows users to easily switch and mix audio between desk phone, PC and mobile with one-touch call answer/end and volume/mute control
- Wireless freedom and tailored headset solutions for job function and personal preferences
- For staff on the road, Voyager Focus UC meets their demands with connectivity to PC, smartphone, tablet, sensors, precisely tuned audio, voice controls and advanced charging. Smart sensors allow the user to quickly take a call—automatically answering PC or mobile calls while softphone presence is automatically updated so colleagues know when you are available

# Registers of Scotland Case Study

cultural adoption in any change of working environment and our digital transition needed to be reliable and flexible as possible for our long-serving staff. We have introduced 'hot desking' for them and some still need mobile comms while they are on the road, so for us, the Plantronics headsets had to be easy to use, connect from anywhere and at any time, and still deliver the comfort and call clarity our staff would expect."

## HEADSETS FOR WIRELESS FREEDOM, MULTI-DEVICE COLLABORATION AND COMFORT

Plantronics headsets are available across all departments and given to staff based on user profile. For example, Blackwire 520 headsets are suited to desk-based users and intuitively handle PC calls and multi-media with audio alerts to manage connection, mute and volume.

For mobile workers, Voyager 5200 UC is recommended as it offers 'control on command'. With one touch and voice controls. The headset connects with Siri, Google Now, or Cortana to call phone contacts, send messages, schedule meetings, or even search the web. In addition, voice alerts give talk time updates and even announce incoming callers. The wearer simply has to say "Answer" or "Ignore" to manage communications. This is essential and law-abiding when driving.

Voyager Focus UC is designed for personal use both in the workplace and at home. It keeps the focus on conversation and not background noise with seamless connectivity to PC, smartphone and integration to Skype for Business and other leading UC applications, along with wireless freedom to take the caller and the conversation with you whether you are in the office or at home.

Phil concludes, "As our Skype for Business and Plantronics adoption grows we have seen a notable return for the business as a whole with overall smarter working. Users are reporting that their headsets are comfortable all day with good call quality as they use with multi-devices, and there is a vast increase in worker

collaboration with online meetings. Other areas of change include virtual training, as before, this happened in a traditional classroom environment in Edinburgh. Overall, we continue to be very pleased with the reliability and durability of the Plantronics solutions we are using, as well as the advice and support the Plantronics team readily provide."

Robert Brown, IT Manager also comments, "Our transition to St Vincent Place in Glasgow as well as our smarter working and digital approach across the organisation is providing massive potential for all in RoS. The programme adoption and drive to think 'digital first' with both Skype for Business coupled with Plantronics headsets, has really laid the foundation for smarter, flexible and agile working as well as maintaining a truly sustainable working platform. Skype for Business provides an effective and collaborative communications platform. The added value with all of our Plantronics headset solutions is ease of use and connectivity from any device and engaging in any conversation."

To view our full range or to trial our products, please call us on 0800 410014 or visit our website [plantronics.com](http://plantronics.com).

## ABOUT PLANTRONICS

Plantronics is an audio pioneer and a global leader in the communications industry. We create intelligent and adaptive solutions that support our customers' most important needs: experiencing and facilitating simple and clear communications while enjoying distraction-free environments. Our solutions are used worldwide by consumers and businesses alike, and are an optimal choice for open office environments. From Unified Communications and customer service ecosystems, to data analytics and Bluetooth headsets, Plantronics delivers high-quality communications solutions that our customers count on today, while relentlessly innovating on behalf of their future. For more information visit [plantronics.com](http://plantronics.com).

