



BUSINESS

# Success Story

## Pariveda Solutions uncovers clients' potential using Plantronics headsets.

**Pariveda Solutions**  
[parivedasolutions.com](http://parivedasolutions.com)

**Headquarters**  
Dallas, Texas

**Industry:**  
Information Technology Services

**Number of Employees:** 300

**The Situation:**  
Pariveda consultants work on site during project implementations. Each site poses different challenges in terms of privacy and noise interference. Consultants sought a way to ensure consistent audio quality regardless of their environment.

**The Solution:**  
Voyager® PRO UC Bluetooth® headset

### BACKGROUND

Pariveda Solutions is a growing IT consultancy with regional offices in major cities around the U.S. The company's unique name comes from ancient Sanskrit and translates to "gaining the benefits of complete knowledge." Pariveda prides itself on its due diligence in seeking an understanding of a client's problems in order to provide the best solution possible.

Pariveda's thoroughness extends throughout the project implementation and the initial deployment during which time company consultants work almost exclusively on the client site. The close integration affords consultants the visibility and interaction they need with the client to ensure that a project runs as smoothly as possible and is on time. When not conferring with clients on site, consultants spend a considerable amount of their day on calls and web conferences discussing projects with colleagues back at the office, clients in other offices, and vendors. Due to their shared, noisy work environment, consultants found it very challenging to conduct a phone conversation or participate in a conference call. They sought a way to ensure quality audio communication wherever they are.

### BUSINESS CHALLENGE: Audio consistency in variable work environments

On site, Pariveda consultants strive to become an extension of the client's team. "When I'm working at the client's, most of the people think that I'm one of them," David Dansereau, associate consultant points out. "We generally work in a large open area

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Voyager® PRO UC Bluetooth® headset

"Using the Voyager PRO UC ensures audio consistency throughout my day regardless of where I am."

with client staff or we work in a small shared office space.”

In either situation, environmental noise is a problem since consultants can spend anywhere from 30 to 50 percent of their day on the phone. Whether they use their smartphones or place soft calls on their laptop using Microsoft® Lync™ — Pariveda’s unified communications (UC) platform — background noise interrupts their work flow. Their corded smartphone headphones, which they also use for soft phone calls by plugging them into their laptops, are not able to cancel out the noise.

Dansereau describes an especially challenging situation working on site and sharing an office designed for one with two other Pariveda employees. “I had three to four scheduled conference calls throughout the day. My roommates also had conference calls that they would conduct over speakerphone. Because of background noise, we tried not to place calls at the same time.

Dave Morris, Pariveda project manager said background noise at the client’s office made it difficult for him to participate in regularly scheduled phone calls. “In one situation, I sat next to a client who is a key decision maker,” Morris said. “As many as eight to ten people came up to talk to him for ten minutes or more throughout the day. It was very challenging to have a conversation even wearing my smartphone headphone because of its poor noise cancellation capabilities.”

The Plantronics Voyager PRO UC Bluetooth headset proved to be the solution to ensure quality audio

communications under variable client working conditions.

#### **FLEXIBILITY AIDS WORK FLOW**

The Voyager PRO UC also conveniently enables consultants to manage both laptop and smartphone calls. The flexibility to use softphones or smartphones resolves communication challenges that may occur when there is a weak cellular signal at a client site. Morris said, “I keep the Voyager PRO UC’s Bluetooth mini USB adapter plugged into my laptop port so I can easily switch calls between my laptop and my Galaxy smartphone.”

#### **CLARITY OF CALLS AND FLEXIBILITY ENHANCES WORKING ON CLIENT SITE**

Voyager PRO UC has provided audio consistency for Pariveda consultants regardless of the work environment. Its dual support for mobile and softphone calls has boosted efficiency enabling Dansereau and Morris to conveniently move around the office, talking over their laptops or smartphones.

Morris said, “I don’t have to spend time changing headphones from one device to another. The wireless headset also is easier to use than the corded headphones I had before.”

As guests — albeit valued ones — on site at their clients, Pariveda consultants need to go with the flow. The Voyager PRO UC is making it a lot easier for them to do just that.

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“When I’m in the car, I’m more confident now knowing I can have a conversation and the other person won’t be bothered by any background noise.”

– DAVID DANSEREAU,  
ASSOCIATE CONSULTANT,  
PARIVEDA SOLUTIONS



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