

CASE STUDY: PLANTRONICS WIRELESS OFFICE HEADSETS



IMPACT ON HELP DESK EFFICIENCY

Company Profile

Kingston Technology Company, Inc.

Web site
www.kingston.com

Headquarters
California, United States

Industry
High Technology, Consumer Electronics

Kingston Technology Company, Inc. is the world's independent memory leader. Founded in 1987 with a single product offering, Kingston now offers more than 2,000 memory products that support nearly every device that uses memory, from computers, servers and printers to MP3 players, digital cameras and cell phones. Kingston employs more than 4,500 people worldwide. It has been regarded as one of the "Best Companies to Work for in America" by Fortune magazine.

Plantronics Products

CS70N Wireless Headset System

Voyager 510 Wireless Headset System

Service is King at Kingston

Kingston is the world's leading supplier of memory products that support an array of today's most popular technology devices, including computers, printers, MP3 players, digital cameras and cell phones.

The memory market is extremely competitive, but Kingston has remained the leader by offering high-quality products backed by superb customer service. The focus on customer service is reflected inside the company with the Management Information Systems (MIS) Help Desk staff who are responsible for assisting Kingston's 900 U.S.-based employees with IT, communications and desktop issues that may arise. With a small team of eight, they are consistently looking for economical ways to improve its service capabilities and be more efficient.

Introducing Plantronics Wireless Headsets

As part of its ongoing effort for improvement, most of the Kingston MIS Help Desk staff has transitioned to Plantronics wireless headsets. The majority of the team uses the Plantronics CS70N Wireless Headset System, which gives them excellent audio quality and the ability to move freely while taking a call. The CS70N has a noise-cancelling microphone, which helps ensure the service reps are heard clearly, even if they are in a noisy environment. It also has a lightweight design, which is ideal for the MIS Help Desk team, since they are on the phone throughout the day.

Other MIS Help Desk team members have chosen to use the Plantronics Voyager 510 Wireless Headset System. The Voyager 510 can connect to two Bluetooth-enabled devices, which means that users can pair their headset with their work phone and their mobile phone to be completely connected in the office and on the go. The Voyager 510 is also very lightweight, which makes it ideal for constant wear.

"At Kingston, we feel that we're the best at what we do so it was only natural for us to go with a headset vendor that's the best at what it does. That's why we chose Plantronics wireless headsets," said Theron Sanders, MIS IT Help Desk manager.

Headsets in Action

The MIS Help Desk crew doesn't stay still for long. They are frequently away from their desks providing technical support to Kingston's employees, yet they have a steady stream of incoming help desk calls to handle. Their Plantronics headsets have enabled them to be more productive, as they can now answer calls without sitting at



CS70N Wireless Headset System

their desks. Instead of running back and forth from hardware projects to pick up their phone, they can answer with the simple push of a button on their headset and, once they've determined if it's necessary, return to their desks to assist the caller.

"The 'lift receiver' function works great, not to mention the range that I can move in while staying connected to my phone," said a Help Desk employee. "I can now literally walk upstairs to ask a colleague a question and still answer my desk phone."

The MIS Help Desk team has found its Plantronics headsets to be very easy to operate and simple to install. Even when pairing the systems to new phones, the headsets have been essentially "plug and play."

Service Benefits for Kingston

The MIS Help Desk staff has experienced an approximate 30 percent gain in productivity in the first seven months of using its new Plantronics wireless headsets. The team has been able to close problem tickets faster and finish projects sooner, since they are not tethered to their desks when handling calls.

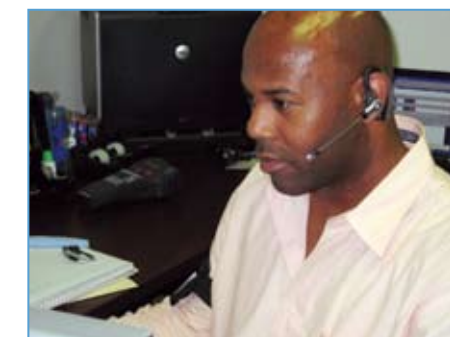
Additionally, help desk hold times have been decreased, because the phone is always with the MIS staff wherever they may be so there is no longer the need to race back to answer their landline phone calls. Furthermore Kingston employees who rely on MIS Help Desk staff are happier, because the team is more accessible and has greater flexibility to attend to their issues.

Since they started using their headsets, the Help Desk staff has been more comfortable and ergonomically safe. The staff has even seen improvements in neck and back pain previously experienced by using other phone systems.

Continuing to Enhance Efficiency

As the MIS Help Desk department and Kingston as a whole strive to become more efficient, they are considering the implementation of additional Plantronics products.

"The small Help Desk team is responsible for servicing the work needs of 900 internal employees. If the whole company could experience the productivity gains that this group has, imagine what kind of an impact it could make," said Sanders. "Implementing Plantronics systems at Kingston is truly a win-win situation for our customers and our Help Desk employees."



Theron Sanders, MIS IT Help Desk Manager, multitasks with his CS70N

