

HEADSETS KEY IN DRIVING TEAM PRODUCTIVITY AT INTERIOR ARCHITECTS

Founded in 1984, IA Interior Architects (IA) is the only global architectural firm focused exclusively on interiors. As leaders in intelligent workplace design, the firm helps clients in diverse markets worldwide articulate and align their business strategies and core values with the dynamic use of space.

THE CHALLENGE

Around 75 of the company's 400 employees work in the San Francisco headquarters location. The rest of the employees, most of whom are designers, are dispersed around the globe. Two years ago, the company had disparate phone systems, creating an inconsistent communications experience among employees – especially when they traveled and worked from an IA office which was not their primary base. In fact, when a new location opened in Raleigh, N.C., that office operated without a central phone system for the first six months – meaning that the team had to rely on cell phones.

THE SOLUTION

“Our growth plans were limited as a result of technology,” said Arnold Bautista, director of information technology and senior associate at Interior Architects. “Our team travels between offices frequently and it was important that they have a consistent communications experience across the firm.”

IA's first decision was to move to a Unified Communications (UC) platform to bring all of the communications functionality under one system. Specifically, a Unified Communications platform would simplify day-to-day communications tasks ranging from scheduling meetings to integrating phones with other devices, like headsets.

After researching various UC platforms, the IT team selected Microsoft Lync which helps users connect with anyone who uses the platform – whether they are inside or outside the organization. So, in addition to helping IA team members improve internal collaboration, Lync also significantly

COMPANY

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| Customer: | Interior Architects |
| Website: | www.interiorarchitects.com |
| Country: | Global |
| Industry: | Architecture/Design |

PROFILE

As architects, designers, workplace strategists and environmental specialists, Interior Architects helps clients in diverse industries articulate and align their business strategies with the dynamic use of space. IA has offices in Atlanta, Boston, Chicago, Dallas, Denver, London, Los Angeles, New York, Orange County, San Francisco, Seattle, Silicon Valley, Raleigh, N.C., Charlotte, N.C., and Washington DC, and has partner affiliates in Europe, Middle East and Africa, Asia and Australia, Canada and Latin America through the IA Global Alliance.

BUSINESS CHALLENGE

Interior Architects was relying on a disparate phone system, creating an inconsistent communications experience among employees and clients. The use of traditional handsets also limited mobility and decreased productivity.

PHONE SYSTEM

Microsoft Lync

JABRA SOLUTION

Products: Jabra BIZ™ 2400, Jabra SPEAK™ 510 and Jabra PRO™ 930 MS

BUSINESS BENEFITS

- Elevated internal service levels through higher call quality, elimination of background noise
- Increased employee satisfaction through better ergonomics from the headsets
- Better mobility through the easy transition to mobile usage



“The quality and ease of use of the Jabra headsets made it easy for our employees to transition. We were really blown away about the products, including the speakerphones.”

Arnold Bautista, director of information technology and senior associate

improved the way designers and other employees worked with their clients.

The next step for IA was to research headset solutions that would improve ergonomics and overall productivity. Before they moved to a UC platform, the vast majority of IA employees used traditional phone handsets – which often became uncomfortable for designers and others who spent long periods of time on the phone with clients.

After a thorough comparison of headset solutions, Bautista and the team selected Jabra products because of its wide range of solutions, from the Jabra BIZ™ 2400-series to the Jabra SPEAK™ 510, a personal Bluetooth® and USB speakerphone that works with PCs, smartphones and tablets.

The company, which is now operating in a 100 percent softphone environment, started rolling out the Jabra headsets in June 2012 – office by office. Now, the entire staff uses Jabra.

“I expected some push back when we started removing the physical headsets,” Bautista said. “However, the quality and ease of use of the Jabra headsets made it easy for our employees to transition. We were really blown away about the products, including the speakerphones.”

In addition to improving productivity, the move to a Unified Communications platform and headsets also has helped Interior Architects reduce its communications costs, by allowing them to drop specific services and relying on Lync for the same functionality.

“By using SIP trunks, we eliminated the need for a huge investment and now have an improved and consistent communications experiences for employees and clients around the world,” Bautista said. “Even better, our office space is becoming a showcase for our clients as they see, through us, how technology and design can work hand in hand.”

MORE INFORMATION

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