

# JABRA A PERFECT 10 FOR WINDSOR FOODS



Founded in 1996, Houston-based Windsor Foods is the brand leader in ethnic frozen foods. With nine plants operating throughout the U.S., the company manufactures and markets high-quality, specialty frozen foods for consumers, commercial restaurants and foodservice operations.

## THE CHALLENGE

With a growing company and employees in various plants, Windsor Foods wanted to standardize its communications platform. In 2012, Windsor Foods deployed Microsoft Lync to improve their business communications and provide a unified system for basic functions like instant messaging and conference calling. This switch also included a move to standard desk phones, which soon turned out to limit the company's communications options.

Specifically, the company's remote and customer service workers voiced concerns about the phones' lack of portability.

To improve productivity and mobility, Windsor Foods began searching for headset options. This led them to test various headset solutions.

## THE SOLUTION

Throughout the trial process, Windsor Foods kept one priority top of mind - compatibility with Lync. Windsor Foods' first tried various other manufacture's headsets, which didn't provide the optimized integration with Microsoft. This created a wide variety of issues, including voice distortion. With employees complaining about poor call quality; Windsor Foods realized they needed a better solution.

The need for better integration with Microsoft Lync, led them to try Jabra - a move that immediately led to positive feedback from employees.

## COMPANY

Customer:	Windsor Foods
Website:	www.windsorfoods.com
Country:	United States
Industry:	Food manufacturing and production

## PROFILE

Founded in 1996, Houston-based Windsor Foods is the brand leader in ethnic frozen foods. With nine plants throughout the U.S., the company manufactures and markets high-quality specialty frozen foods for consumers, commercial restaurants and foodservice operations.

## BUSINESS CHALLENGE

The company needed a headset solution that offered improved functionality and usability for employees.

## COMMUNICATIONS SYSTEM

Microsoft® Lync

## JABRA SOLUTION

Products:	Jabra PRO™ 920, Jabra PRO™ 930, Jabra PRO™ 925, Jabra GO™ 6470, Jabra Motion™ UC
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## BUSINESS BENEFITS

- Improved call quality
- Portability
- Compatibility with Microsoft Lync
- Ease of use





“In terms of ease of use, this product is a 10, even our technology-challenged users love them.”

Ken Hunsaker, senior PC specialist at Windsor Foods

“In terms of ease of use, this product is a 10,” said Ken Hunsaker, senior PC specialist at Windsor Foods. “Jabra has made our employees’ jobs easier and has definitely increased productivity – even our technology-challenged users love them.”

Windsor Foods’ Jabra users range from company executives to remote employees to customer service representatives – all which have different communication’s needs. The company currently has 250 Jabra users, which between them utilize a variety of products, including Jabra PRO 920, Jabra PRO 930, Jabra PRO 925, Jabra GO 6470 and Jabra Motion UC. Full deployment will include around 600 users.

“Even our employees who were familiar with headsets leaned toward the Jabra because it was higher quality product than the others,” Hunsaker said. “It was plug and go and you can’t get any easier than that.”

#### MORE INFORMATION

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