

Moving Forward With Handsfree

The Challenge

Kersten UK Ltd is a family owned business based in Reading, Berkshire. For almost a decade Kersten have supplied outdoor maintenance equipment and contracted sweeping services to the UK and Ireland.

Kersten presented two challenges to Communications Solutions UK:

- First was to improve communications at their head office
- Second was to find a way that their road sweeping team could stay in touch with the office



www.kersten-machines.com

Looking at Kersten's head office, it became clear that traditional phones, even cordless phones did not provide an adequate solution. Kersten operates over two floors with both office space and a trade counter. In addition they have a workshop and outdoor area. Furthermore staff have to have their hands free whilst on the phone to check stock, type and check physical machinery.

The Solution

Wireless headsets proved to be the answer to this problem and we recommended the Jabra PRO 920. This wireless headset allows users to talk from a range of up to 120m while answering or ending calls straight from the headset. Kersten's staff are now free to move while taking calls, either around the building or yard. Jabra's built-in PeakStop technology has also eliminated the risk of telephone users being exposed to dangerously high noise levels during their working day. This ensures compliance with the 2005 Noise at Work regulations.

Kersten's drivers are out on the road all day, sweeping roads, car parks and industrial estates. What Kersten felt that they needed was a way that their drivers could stay in contact with head office even while driving. The Plantronics Voyager Legend, a Bluetooth headset that would pair with their mobiles was chosen. This headset not only allows users to talk hands free, but also announces who incoming calls are from, reads text aloud and enables the wearer to answer calls with simple voice commands. This helps their drivers be hands free, safe and legal.

With Kersten's new headsets deployed to both their office staff and drivers, the business as a whole is communicating better and providing more efficient and improved customer service.

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