

Case Study

Australian Human Rights Commission

THE CUSTOMER

The Australian Human Rights Commission (AHRC) was established in 1986 by the Australian Federal Parliament. It is an independent statutory organization reporting to Parliament through the Attorney-General of Australia. The Commission leads the promotion and protection of human rights in Australia through education and public awareness, addressing abuse of human rights, complaints of discrimination and human rights compliance and policy and legislative development.

THE BUSINESS CHALLENGE

AHRC wanted to unite their collaboration devices across the Commission's divisions for complete consistency and to improve quality of the call agent experience. AHRC had already selected Microsoft Skype for Business as their core communications application platform, and wanted to have all phone and desktop devices to integrate with it. The Commission needed the highest quality audio for all call agents through to executive management, while ensuring they had the right tools to manage devices and detect and remedy issues before they became outwardly apparent. For the AHRC IT team, the integrated platform had to be easy to use and intuitive, providing a unified experience.

Australian Human Rights Commission:
humanrights.gov.au

Location:
Australia

Sector:
Public Services

Solution:
Plantronics Savi, Blackwire, and Voyager headsets, Plantronics Calisto speakerphones, and the Plantronics Manager Pro software platform.

Polycom WX600, WX500, and WX300 deskphones and Polycom Trio devices.

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THE SOLUTION

The AHRC issued an Approach to Market (ATM) invitation to bid for a Skype for Business integrated devices platform. Nallawilli Technology submitted a bid, partnering with Plantronics and Polycom as service and device vendors. "It was an obvious choice," said Roderick McLeod, CEO of Nallawilli Technology. "Plantronics and Polycom are among the leaders for Skype-integrated communications technology, and devices from both organizations work in great harmony with each other."

AHRC asked Nallawilli Technology to provide testing units, with the subsequent proof of concept phase being successful. AHRC selected Nallawilli Technology as their preferred technology partner for the implementation project. Within one week of being selected, Nallawilli completed an assessment of the AHRC environment, determined what technical integration was required, and started processing device orders. The timeframe for implementation was very fast—all solution architecture, ordering, delivery of devices and installation was completed within two weeks. Following that, the AHRC completed three weeks of training. The training program consisted of several weeks with experienced unified communications (UC) trainers on location at AHRC offices for the migration and go-live of operations for the entire new Skype-integrated UC solution.

The final UC solution consisted of Plantronics Savi, Blackwire, and Voyager headsets, Calisto speakerphones and the Plantronics Manager Pro software platform to manage all of the Skype-integrated devices across the AHRC. The software service utilizes a cloud-based architecture to measure usage dynamics, and safeguard users, ensuring a high quality communications and collaboration experience. The Acoustic Analysis suite of Plantronics Manager Pro in particular reviews a logged history of acoustic events, such as unexpected loud sounds during agent-customer conversations. This data can be used to help organizations ensure the occupational safety of their workforce. Plantronics Manager Pro also provides operational, historical, and contextual data on voice interactions and headset usage patterns.

The implementation for AHRC also included Polycom VVX600, VVX500 and VVX300 Skype-integrated video desk phones for the desktops of executives and Polycom Trio Skype-integrated devices for high quality office meeting room collaboration.

"I commend Nallawilli Technology for their strong commitment to closing the digital and social divide between Aboriginal and Torres Strait Islander peoples and other Australians," said Mick Gooda, Aboriginal and Torres Strait Islander Social Justice Commissioner. "Their work with the Australian Human Rights Commission has been first class."

CONCLUSION

The business challenge was resoundingly resolved through innovative technology, a very quick and seamless project implementation, and on-location training from experienced UC consultants. AHRC now enjoys a much higher quality of internal and external interaction with partners and the general public it serves.

ABOUT NALLAWILLI TECHNOLOGY

Nallawilli Technology is a 100% owned, First Nation communications and technology company headquartered in Sydney, Australia. The ultimate goal of the business is to see First Nation Australians participate in sustainable economic engagement within the Australian economy, whilst maintaining connections to Country and language for the rising generation. Since 2009, the company has sold products and services to corporate enterprises, and Federal and State government agencies in Australia.