



BAYER UK

AT A GLANCE

- Location: Reading, UK
- Industry: Life Sciences
- Headset Users: 650+
- Services: Innovation focused life science company specialising in animal and human healthcare and crop science
- Business Challenge: To support employees with a new way of working in a new 'smarter working' environment
- Poly Solution: Voyager Focus UC

BENEFITS

- Bayer UK employees experience a range of advantages including call clarity and simplicity in functionality for one-to-one calls and online and collaborative meetings
- Groundbreaking active and passive noise cancelling and immersive stereo enables Bayer users to concentrate on calls without distractions with easy-to-use precision-tuned mics yet sophisticated muting options
- Dynamic Mute Alert senses and alerts when the user is talking when on mute
- Seamless connectivity to hardware or smartphones allows Bayer users to choose which device they want to use their Voyager Focus UC headset with at any time
- Agile working through the wireless freedom and range of the Voyager Focus UC provides Bayer users with mobility when on calls but with crystal-clear conversations, whether at their desk, in a conference room or even in the kitchen
- On the rare occasion of any minor issues, Poly service, support and turnaround is instant and without delay
- Bayer UK are now looking at Calisto speakers for the telco booths for collaborative calls with Skype meetings and monitors

VOYAGER FOCUS UC AN INTEGRAL PART OF SMARTER WORKING IN BAYER UK AND IRELAND HEADQUARTERS

Bayer PLC is a global innovation focused life science company specialising in animal and human healthcare and crop science, with a focus on addressing the unmet challenges of the future.

Since 1875, the company has maintained a strong heritage in the UK. In 2016, it employs around 1000 people and has become the fastest growing pharma company as well as a major investor in UK life sciences developing healthcare solutions.

Bayer's offices are located in Reading (regional head office), Cambridge and Dublin. As a global enterprise, Bayer employs more than 115,000 people with sales above £45 billion.

POLY VOYAGER FOCUS UC HEADSETS FORM PART OF NEW WAY OF SMARTER WORKING

Bayer UK moved its headquarters to a purpose-built and sustainable business park in Reading, Green Park, in February 2017.

This move was part of a two-year project, which included adopting a smarter working approach with new floor layouts, furniture, hardware, communications and headsets; and where employees could work in a more flexible, mobile and agile environment.

Emma Collins, IT for Bayer UK, explains, "As we had invested in a new building for our HQ, we wanted to maximise on the opportunity and give all of our people a new, smarter working experience as they transitioned and settled in. The Green Park building was a shell, which gave us the opportunity to really look at the workplace and create a more mobile, flexible and agile environment and experience. From work space to furnishings to hardware and headsets, so that our employees felt comfortable in their new surroundings as well as helping them to make a seamless transition and enjoy their everyday roles."

With more than 650 staff members to accommodate, mostly office based but with some working from home, Bayer wanted to reap the benefits of moving into a sustainable site with a smarter working approach, while maintaining a consistent corporate look-and- feel. They have delivered robust Unified Communications (UC) and hardware with wireless and Bluetooth headsets from Poly.

“We have created a UC environment including Cisco UC and Lenovo hardware and we wanted to compliment this with appropriate headsets. I’d seen that a colleague in Germany was using the Voyager Focus UC headset from Poly and was happy with it, so I asked Bayer’s procurement team to contact Poly for their advice and recommendations.”

- Emma Collins
IT for Bayer UK

“Without a doubt these are the best headphones that I have used (and I’ve used a lot!) To listen to music on - I know that is not a requirement for them, but it does make the working day more pleasurable with decent bass!”

- Bayer UK Clinical Ops

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HEADSETS FOR WIRELESS FREEDOM, COMFORT AND EFFICIENCY

Poly provided Bayer UK with options and addressed all queries, for example, would a Bluetooth headset deliver the audio clarity within an open floor and high-density working environment. With this help, Bayer invested in the Voyager Focus UC with the intention that all employees would adopt and use them?

Emma comments, “We took delivery of the Voyager Focus UC headsets and issued to employees just before the office move took place so that they could start to get familiar with all the new working solutions. Initially, this has been to office-based employees delivering more than 600 in a very short period of time, and we are continuing to purchase as more business areas or new starters require them.”

The Voyager Focus UC stereo Bluetooth headset delivers sophisticated functionality with simplicity through easy to use and one-touch options. For user well-being and health and safety, the headset comes complete with active and passive noise cancelling and immersive stereo with precision-tuned mics and sophisticated muting options. This means that the wearer can stay focused on the call with no sudden noise spikes and not get distracted by background noise, whether working in an office environment, from home or on a mobile device. Designed to seamlessly connect to laptops, smartphones and UC applications, callers are given the wireless freedom to take their conversations in the office or at home.

Below are the user experiences from a mixed team of office and homeworkers who spend a high proportion of their working day on calls. :

“The sound quality for me to be able to hear others on calls (Skype and CUCI Lync) is fantastic, plus I have had comments from others about how clear the mic makes for them. I can tell when others are not using their headphones as there is clearly reduced sound quality.”

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“From my experience, these headphones were a very sound investment—thank you to whoever made the final decision to give them to us! Now to roll them out to field/home-based staff to improve their call quality too...?”

Emma concludes, “So far, we’ve had very positive feedback from users with some saying that the headset is so comfortable that they sometimes forget they were wearing them and that the call clarity was superb, even when on a major call while in a coffee shop. We have also thought about each person’s needs and for some, they prefer the monaural version to fit in with how they want to work. We know that we will reap further return on investment as if our people are happy with their headsets then this, in turn, will probably lead to greater productivity and efficiency, as well as maintaining great calls with our customers.”

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