

Case Study

Centralization Ensures Effective Communication at The HARTMANN Group.

Increasing efficiency, optimizing working and communications processes, and reducing administrative workloads were some of the goals of The HARTMANN Group. Companies can benefit significantly when services, software and hardware are managed centrally. Central management can considerably reduce the administrative workloads associated with setting up, updating and adjusting hardware, such as headsets. In addition to the time saved, employees can benefit from the widespread introduction of new solutions, the speed of adjustment and efficient support.

Because of these goals, in 2013, The HARTMANN Group made the decision to centralize all services by introducing Office 365, Skype for Business and Enterprise Voice. Until this point, each of the global offices were responsible for their own choice of communication solutions and headsets.

With more than 10,000 employees across 45 locations around the world, The HARTMANN Group is one of Europe's leading providers of medical and hygiene products. The HARTMANN Group also offers innovative system solutions for professional target groups within the medical and nursing sector. The employees in the The HARTMANN Group work in a wide range of fields, and the decision to adopt Office 365 and Skype for Business and to centralize services affects them all.

THE HARTMANN GROUP:hartmann.info**Locations:**

45 locations worldwide

Sector:

Medical and nursing products

Employees:

More than 10,000 worldwide

Number of Integrated Headsets:

Approx. 8000, after successful rollout

Solution:

Plantronics Manager Pro

THE HARTMANN GROUP

The HARTMANN Group Case Study

ENSURING IMPROVED EFFICIENCY THROUGH CENTRALIZATION

During the first phase of the changeover, 1000 users out of the 1200 employees at The HARTMANN Group headquarters in Germany, as well as 100 users in the Hong Kong and Italy branches, were provided with Office 365, Enterprise Voice and compatible Plantronics headsets.

When it came to the central management of headsets, a Plantronics product was selected due to the positive experiences the Group had already had with Plantronics. The HARTMANN Group has been using Plantronics headsets for several years now, and the Group has been impressed by the devices and their functionality. As part of the changeover, the decision was made to rely solely on Plantronics devices to make voice calls. Now, all employees will receive a softphone with Plantronics hardware at their workspace. In the future, the desk phones that have been used until now will no longer be used or will be reserved for special circumstances.

POSSIBILITIES AND AIMS

Plantronics Manager Pro, a SaaS subscription, gives The HARTMANN Group the option to centrally manage and control all existing and newly procured headsets.

In addition to gaining a clear picture of the current device inventory, the distribution of devices among users and the status of the softphones are also easily visible.

Functions that influenced The HARTMANN Group's decision to choose Plantronics Manager Pro include:

- Problem solving/adjustment (Identifying configurations of installed softphone and Plantronics Hub versions that have known compatibility conflicts)
- Version status/firmware update (Improving user performance and experience by ensuring that Plantronics hardware and software have the most up-to-date firmware and software versions)

With Plantronics Manager Pro, the company also plans to have employees on the Service Desk team solve minor problems regarding the use or features of headsets faster and more efficiently. To help them achieve this, Plantronics Manager Pro provides information on usage patterns or even on common actions relating to the mute, volume control and Quick Disconnect features, for example.

FURTHER INFORMATION

For more information, visit our website at plantronics.com

THE COMPANY

The HARTMANN Group is one of the leading European providers of medical and hygiene products, specializing in wound care, incontinence management and protection against infection. The HARTMANN Group also offers innovative system solutions for professional target

groups within the medical and nursing sector. With its global headquarters in Heidenheim, Germany, the company has subsidiaries around the world, positioned close to the market. Several sales companies around the world are part of The HARTMANN Group, including German companies BODE Chemie (Hamburg), Karl Otto Braun (Wolfstein), Sanimed (Ibbenbüren) and Kneipp (Würzburg).

Future-Oriented Communications Solutions with Plantronics®

BACKGROUND

In 2013, The HARTMANN Group decided to manage all IT and communications services centrally. In addition to other measures, this involved the introduction of Office 365.

One part of the restructuring affecting communications was the rollout of Skype for Business and Enterprise Voice, as well as the introduction of suitable headsets in subsidiaries.

In the current phase of the rollout, 1000 of the 1200 users at the headquarters in Germany have already been provided with Skype for Business and Enterprise Voice. The aim is to migrate some 8000 users to Skype for Business in total.

As well as centralizing its communications systems, the company also aimed to optimize the management of its headsets. Since Plantronics headsets were already in use in the run-up to the changeover, the decision was made to use Plantronics Manager Pro.

“ PAUL HARTMANN AG is taking the next step with Plantronics and Skype for Business. ”

Helmut Schleifer

Project Manager for Unified Communication, PAUL HARTMANN AG