



RONDO BUILDING SERVICES

FEATURED PRODUCTS

- Plantronics Manager Pro delivering valuable insight and streamlined software maintenance of headset deployment
- Plantronics Savi 700 quality and flexibility for more than 300 users across 5 offices
- Poly VVX Series dependability at the desktop

Simplified asset management, improved communication across continents

ABOUT RONDO

Rondo is a highly-focused business involved in the manufacture and supply of a wide range of lighter gauge rolled formed steel products and systems, primarily for the construction industry in Australia, New Zealand, Asia Pacific and the Middle East. Rondo is expanding internationally through the development of offshore businesses with manufacturing plants in Auckland and Christchurch, Kuala Lumpur and Dubai.

Since its founding 60 years ago, Rondo's focus has remained the same: provide the highest quality product and service delivery to the markets in which it operates. Office staff and customer service agents are key to delivering an outstanding experience to customers, so Rondo leadership made sure to equip those employees with the best tools to do their jobs.

SITUATION

Rondo deployed Plantronics Savi 700 series headsets to 300 members of its staff across five regional offices. In addition to office staff and customer service representatives who use the headsets on site for hands-free communication, the Plantronics USB travel dongle is bringing mobility to the Rondo sales staff. They can now receive calls through their laptops which means they can be anywhere in the world and still take calls to their desk numbers.

"The Plantronics headsets have given our office staff flexibility and mobility," says Steve Amies, IT Operations manager for Rondo. "And our customer service reps really love the three different wearing styles the Savi headsets offer."

Of course, with a deployment of this size also comes the challenge of managing all those assets. Andrew Paton, general manager of IT Services at Rondo, explains the importance of that.

“The Plantronics headsets have given our office staff flexibility and mobility and our customer service reps really love the three different wearing styles the Savi headsets offer.”

–Steve Amies, IT Operations Manger
Rondo Building Services

“PMP helps us with compliance, easily keeping us up to date on hardware versions. And the reporting works really well for us, with just the click of a couple buttons we can see how compliant we are against the firmware that is out there.”

–Steve Amies, IT Operations Manger
Rondo Building Services

“At a company where 350 tons of steel is processed each and every day, everything in our process must work,” he says.

THE SOLUTION

To effectively manage its large-scale headset deployment, Rondo rolled out Plantronics Manager Pro (PMP) software. PMP is enabling inventory management, compliance tracking, management of firmware, reports and troubleshooting, and providing visibility of headsets and accessories.

RESULTS DELIVERED

PMP has made the process of deploying firmware to the company’s Plantronics headsets significantly easier and less time consuming.

“PMP helps us with compliance, easily keeping us up to date on hardware versions,” says Steve. “And the reporting works really well for us, with just the click of a couple buttons we can see how compliant we are against the firmware that is out there.”

The Rondo IT team is also benefiting from the inventory visibility PMP provides.

“At a glance, we can see how many devices are active or inactive and address any issues based on that information,” says Steve. “We’re getting more value out of the investment we’ve made purely because we’ve got that visibility of the device usage.”

PMP reporting has proven an important part of Rondo’s security strategy.

“I’m always keen to see the status of a particular device from a firmware perspective. Making sure devices are fully patched and updated is a measure of success in terms of the security of your environment,” explains Andrew. “Having that visibility over firmware and seeing what status the devices are at is imperative for security and one of the key strengths of PMP.”

PATH FORWARD

Rondo is a longtime Poly customer and has Poly VVX handsets deployed for emergency use throughout its sites.

Poly’s relationship with Microsoft will be a driving force behind the future of video conferencing at Rondo. Poly Trio phones are Microsoft Teams certified and will soon be rolled out in Rondo conference rooms.