

Modern Workspace

Case Study: Farrer & Co

CCS Media and EPOS working together to find the right headset solution for Farrer & Co

The qualities of the headset that particularly stand out are the crystal-clear sound and the distance that they can roam. The fact that background noise is completely cancelled out has been especially appreciated when working from home

Paul Lovegrove, Farrer & Co

Overview

Customer
Farrer & Co

Industry
Legal services

Number of employees
650

Products
IMPACT SDW 5011

The Challenge

Having previously used a fixed desk phone system in their offices, Farrer & Co wanted to update to fit the needs of an increasingly hybrid and dispersed workforce. With offices spread across three buildings in Central London, along with staff working remotely around the UK, Farrer & Co needed to ensure that client communications were clear and secure, no matter where their team might be working from.

The Solution

Based on the layout of the Farrer & Co offices, along with their need for portability outside the office, EPOS' reseller partner, CCS Media, recommended the IMPACT SDW 5011 model, a 3-in-1 wireless DECT headset. The complementary EPOS Manager software makes it easy for Farrer & Co to securely control and update all their headsets for their hybrid workforce.

EPOS

About Farrer & Co

The name Farrer & Co is synonymous with the highest quality legal advice and service. From their offices in London, they work with trusted professionals around the world to deliver a seamless international service

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Personal Support in Finding the Right Solution

Farrer & Co were not quite sure what to look for in a wireless headset. For support, they contacted CCS Media, their preferred IT hardware partner. Within a few days, Jo at CCS Media had arranged a meeting with EPOS to talk through options with Paul Lovegrove, Head of IT Systems and Andy Beech, IT Director. After gaining an understanding of a typical working day at Farrer & Co, including the number of devices on each floor, it was clear that a DECT headset would be the best solution.

EPOS suggested a few models and sent some units for Farrer to evaluate. After a short trial period, Farrer chose the IMPACT SDW 5011 DECT headsets.

Like all DECT headsets from EPOS, the IMPACT SDW 5011 model allows for portability both in terms of travelling to and from the office and moving around the office as it pairs easily to a PC/softphone, desk and mobile phone. Offering super wideband audio, exceptional performance and a unique noise-cancelling system, this headset was perfectly suited for Farrer's hybrid work model.

A Smooth Implementation for a Remote Team

Jo Horrocks, Senior Account Manager at CCS Media, was instrumental in positioning the EPOS headsets and managing the relationship with Farrer & Co. Jo and EPOS worked together to ensure that the devices were delivered within six weeks to 450 individual addresses across the UK. Once on-site, Farrer found the headsets easy to setup and implement, thanks in part to a customised user guide specifically tailored for them which was put together by Jo at CCS Media and the team at EPOS. This meant less of the IT's time was spent dealing with end user issues and the roll out could meet the deadlines required.

The technical support team at EPOS also proved invaluable. They assisted quickly and seamlessly as part of the overall team which meant the end user's time wasn't hindered or compromised. Additionally, Farrer have the support from the complementary EPOS Manager software providing their IT manager with a complete overview of all deployed devices and access to new updates and settings. Storage array, which in turn is backed up to tape. The resulting DR strategy means that they now have five layers of resilience.

Services



Project Management



Asset Tagging



Pre-Delivery Config Support



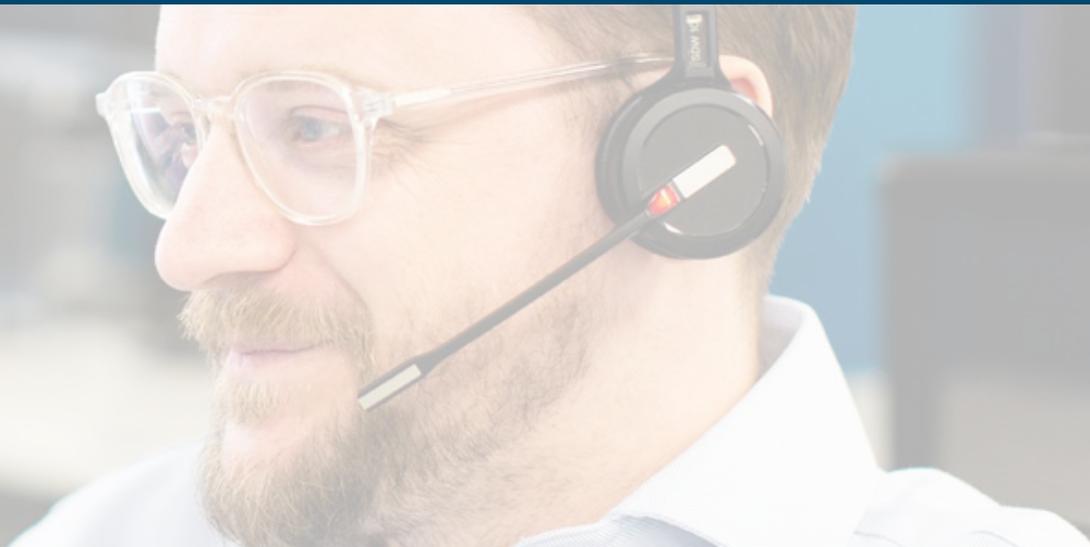
Recycling/Asset Disposal



O365 Migration



Installation Services



Case Study: Farrer & Co

IMPACT SDW 5000 Series

Boost your performance with superior audio and total flexibility from the IMPACT 5000 Series. At your desk or around the office, manage calls directly from your headset and switch effortlessly between your devices.

The range of 12 variants offers wireless, single or double-sided headsets with triple, dual or single connectivity to various devices including desk phone, PC/softphone and mobile. This creates a versatile solution that works effectively whether at your desk or mobile around the office.

Key Benefits & Features

Ensure clear calls with certified solutions
Optimised for UC and Skype for Business Certified

Benefit from triple-connectivity
Manage all calls from one headset via PC/softphone, desk and mobile phone

Stay flexible via a single base station
For all IMPACT 5000, EPOS Bluetooth® & wired headsets or speakerphone

Set up and manage your system with ease
Using EPOS Manager for easy control of the DECT system



Explore our technology solutions and services