

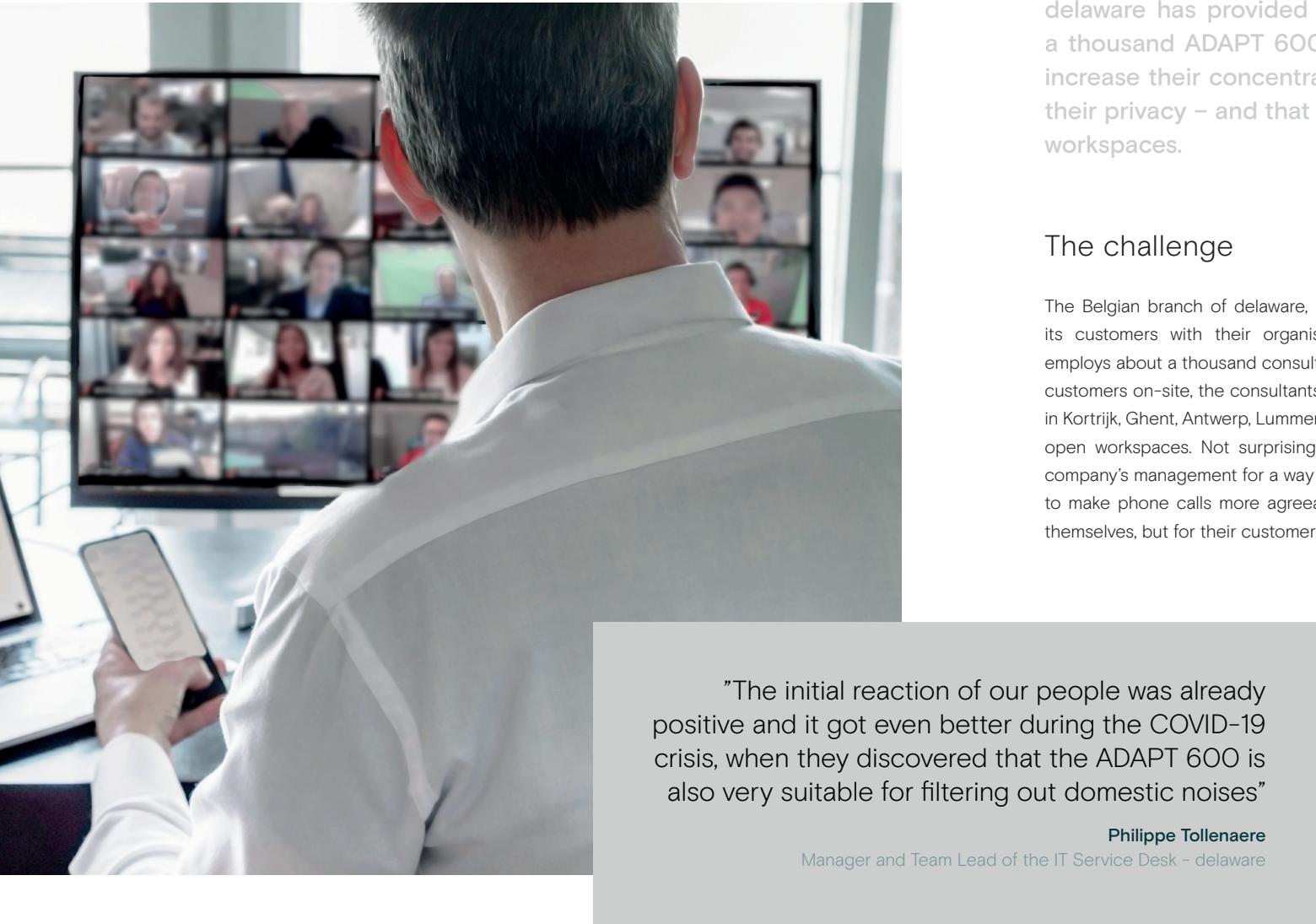


EPOS

Case Study

delaware

Belgium



"The initial reaction of our people was already positive and it got even better during the COVID-19 crisis, when they discovered that the ADAPT 600 is also very suitable for filtering out domestic noises"

Philippe Tollenaere
Manager and Team Lead of the IT Service Desk - delaware

delaware has provided its employees with about a thousand ADAPT 600 headsets. The goal is to increase their concentration levels and guarantee their privacy – and that of its customers – in open workspaces.

The challenge

The Belgian branch of delaware, a global ICT company that supports its customers with their organisational and digital transformations, employs about a thousand consultants. When they are not helping their customers on-site, the consultants tend to work from delaware's offices in Kortrijk, Ghent, Antwerp, Lummen or Waver – all of them contemporary open workspaces. Not surprisingly, several employees turned to the company's management for a way to help them concentrate better, and to make phone calls more agreeable and more private – not only for themselves, but for their customers as well.



The solution

The Belgian branch of delaware, deliberately chose open workspaces for all of their offices at the time. This offers several benefits, but clearly it can also be very challenging, mainly when many people are making calls simultaneously.

People who are not on the phone find it difficult to concentrate at these times. And those who are in a call – as well as the people they are talking to – are often disturbed by office noises, making conversations quite unpleasant. Moreover, the parties on either side of the line do not enjoy much privacy either. Since handheld phones have become obsolete and the usage of laptops to make phone calls rose, the company needed to find a solution that could help them solve this problem.

Philippe Tollenaere, Manager and Team Lead of the IT Service Desk at delaware, eventually selected the wireless ADAPT 600 Series from EPOS. ADAPT is a product line of excellent, versatile, and stylish products for busy professionals. "The initial request came from a Belgian employee, and eventually led to the purchase of more than a thousand devices for the whole Benelux organisation.

Customer
delaware

Product
ADAPT 600

Website
www.delaware.pro

Country
Belgium

City
BE – Kortrijk, Ghent, Antwerp,
Lummen and Waver

Number of Employees
Circa 1000

“We discovered that the EPOS product range offered great value for its price, we did not hesitate for a moment. The initial reaction of our people was already positive and it got even better during the COVID-19 crisis, when they discovered that the ADAPT 600 Series is also very suitable for filtering out domestic noises – like children playing, etcetera. In the meantime, every Belgian employee has received such a headset and later we also gave them to our Dutch colleagues for Christmas.

Now our teams in subsidiaries in other countries have been given the go-ahead to order them as well.”

Philippe Tollenaere

Manager and Team Lead of the IT Service Desk – delaware

Sound quality and comfort

delaware did not make its decision lightly and involved its employees in finding the best solution. When testing different headsets, they found that most were good at cancelling noise – increasing the user’s level of concentration – but performed poorly during calls. Too much background noise still came through.

The ADAPT 600 Series, however, got great marks for both criteria. The headset uses EPOS AI™ to create personal audio with outstanding clarity and adaptive ANC, and thanks to its UC certified solution it guarantees crystal-clear calls. The special Microsoft Teams button provides modern professional users who are often on the go with an intuitive and streamlined experience. Another important asset is the level of comfort offered: because the headset completely covers the ears you can wear it for hours on end. On top of all these features, the Alexa button gives you virtual assistance.

delaware

ADAPT 600 Series

Work wherever, whenever

Maximize focus and productivity anywhere with a headset powered by EPOS AI™ for personal audio with superb call clarity, stereo sound and adaptive ANC. Enjoy a unique UC optimized solution with machine learning enhanced microphone performance.

Adaptive ANC helps you regain concentration by monitoring your working environment and adjusts noise reduction accordingly, even reducing wind noise when outdoors so you can work efficiently whatever your situation.

Get straight into collaborative work via a dedicated button that launches Microsoft Teams on your PC via the dongle included. Stay organized with Alexa voice assistant and connect simultaneously to mobile and PC. Whether revitalizing your open office, working on-the-go, or enjoying a relaxed commute with superior stereo sound, ADAPT 600 boosts efficiency and improves wellbeing; an essential audio tool for today's mobile workforce.

See more at eposaudio.com/adapt-600



Key Benefits & Features

Superb call clarity powered by EPOS AI™

Machine learning developed algorithms optimize voice pick up, for a natural listening experience from three advanced microphones

Regain concentration anytime, anywhere

Four adaptive ANC microphone system monitors your working environment and adjusts noise reduction in open offices, while reducing wind noise outdoors

Get organized with Alexa

Tap and hold to activate Alexa and stay on top of your day-to-day business. Never miss a meeting and plan your schedule both in and out of the office

Ensure clear calls with UC certified solution

Certified for Microsoft Teams and optimized for UC

