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support and deliver, not to sell you  
something you don't need.  
Thorough, scrupulous and dedicated,  
we have our clients and candidates  
best interests at heart

# Case Study

Austin  
Fraser

Reading, United Kingdom



”Choosing your headset solutions has given Austin Fraser employees the freedom and flexibility to be truly mobile”

**Mitchell Bailey** IT Manager - Austin Fraser

Austin Fraser required contemporary headsets to replace its existing outdated products, which would complement a rollout of new Apple computers and equipment. As such, the devices would need to reflect the premium feel of the new equipment but importantly offer a number of key benefits including wireless functionality, effective noise cancellation and premium user experience. Its ultimate aim was to empower the customers across a range of platforms without being desk bound.

Austin Fraser chose the IMPACT DW Office - a wireless DECT headset along with the IMPACT MB Pro 1 - a wireless Bluetooth® headset. Both headsets were chosen primarily for the high quality audio and wireless capabilities, allowing users to move anywhere in the office while on a call and keep their hands free to use the computer. Austin Fraser staff use headsets to call clients and candidates, which would include video calls through Skype or Google Hangouts, and also required something that offered clear and high quality audio for listening to videos such as webinars and online training programmes.

## Recruitment specialists Austin Fraser choose our Enterprise headset solutions for an office-wide revamp.

"The typical communication requirements for our office all require attention to detail and therefore the audio quality of the headset is extremely important" said Karl Penhale, Consultant. "The IMPACT DW Office and IMPACT MB Pro 1 headsets certainly tick these boxes, and allow you to clearly hear what information is being relayed - they are light, reliable and very easy to use."

Many of Austin Fraser's staff commented on the comfortable, flexible nature of the IMPACT DW Office headset in allowing them to perform multiple tasks, some of which may be away from their desk, while remaining on the phone.

Wireless freedom from the IMPACT DW Office extends in a typical office to a radius of up to 55 meters, and up to 180 meters with line of sight. The lightweight, comfortable design and full day talk time of 8 hours, and up to 12 hours in narrowband sound mode, combines with fast charging that offers a recharge rate of 50% in just 20 minutes, making the IMPACT DW Office headset a true 'set and forget' solution.

"Our staff and in particular our recruitment consultants love using their IMPACT DW Office and IMPACT MB Pro headsets. Clients who visit comment on the energy and activity they see in our office in part due to the freedom these wireless solution affords. I would consider these headset solutions to be one of, if not the most successful technology choice we've made in the past 2 years" said Mitchell Bailey, IT Manager.

"Being able to use a multitude of communication tools at once, such as 3CX, Hangouts and Skype, without having to change or switch inputs, is great"

**Matthew Hollands** Desktop Support Analyst  
- Austin Fraser

**Customer**  
Austin Fraser

**Product**  
IMPACT DW Office & IMPACT MB Pro 1

**Website**  
[www.austinfraser.com](http://www.austinfraser.com)

**Country**  
UK

**Industry**  
Consultancy Agency

**Profile**  
Recruitment within Digital, Technology, Automation, Aviation or Lifesciences

## IMPACT MB Pro

Premium Bluetooth® headsets for business professionals who demand wireless communication freedom, brilliant sound quality, and exceptional wearing comfort. Seamlessly switch calls between 2 Bluetooth® devices (for example, Bluetooth®-enabled desk phone and mobile calls) from a single headset for maximum call handling flexibility. IMPACT MB Pro is crafted with high-end materials to our high standards to ensure maximum durability and design quality.



## IMPACT DW Office

IMPACT DW Office is a single-sided premium wireless DECT headset. Enjoy your calls and get natural high-definition sound for superior voice clarity. Work safely ensured that the EPOS ActiveGuard® will protect your hearing. In a busy work environment, background noise can be a distraction – especially for your listener. The IMPACT DW Office is equipped with noise-cancelling microphone which filters out background noise, so you and your listener can better concentrate on the conversation. The IMPACT DW Office is intuitively designed to fit seamlessly into your daily workflow. Built-in call handling makes it simple to answer/end, mute or control volume while moving around the office, while features such as left/right wearing and name plate make it easy to personalize your headset.





