



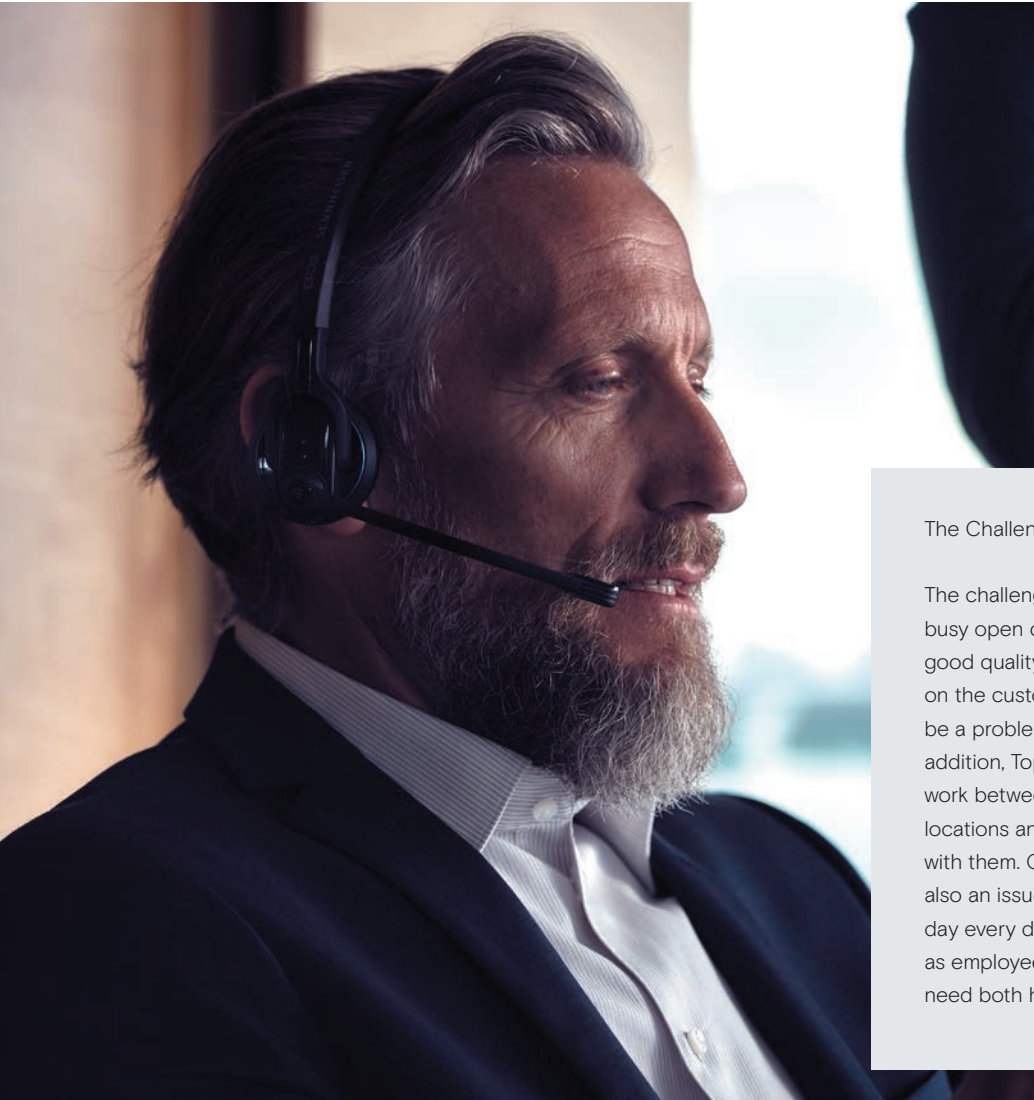
EPOS | SENNHEISER

Case Study

Toppan Travel Service

Tokyo, Japan

Toppan Travel Service Corp.



Toppan Travel Service Corp. is a provider of corporate travel services based in Tokyo, Japan. It provides domestic and overseas travel services tailored to its clients' requirements. The business includes an Overseas Assistance Desk which provides a wide range of support to not only companies and employees but also the employee's families. In addition, it organizes meetings, incentive trips, conferences and exhibitions. The company currently employs 160 staff many of whom spend the entire day on calls with customers.

Additionally, Toppan Travel also runs the website called BTHacks for B2C companies. The site is specialized in business travel and distributing useful information for international and domestic business travelers incl.

The Challenge

The challenge for Toppan Travel was its busy open office environment. Without a good quality headset, speech intelligibility on the customer's end of the call can be a problem in noisy environments. In addition, Toppan Travel employees often work between the four different office locations and need to take their headsets with them. Comfort and durability were also an issue as headsets are used all day every day, week in week out. Finally, as employees are multitasking, they often need both hands free while taking calls.

The Solution

EPOS recommended a premium headset from its IMPACT line to accommodate Toppan Travel's needs and solve the challenges its situation presented head on. The IMPACT MB Pro 1 UC ML is a wireless Bluetooth®, single-sided headset with charging stand and USB dongle. It enables wireless freedom in the office and on-the-go. The headset has multi-point connectivity to two Bluetooth® devices and is UC optimized and Skype for Business Certified – so that it works seamlessly with PC softphones.

Toppan Travel Service Corp.

EPOS ensures excellent customer care with premium call clarity

To Toppan Travel customer care is of the utmost importance. Its business runs on satisfied customers and thousands of calls each week. The majority of its employees work taking calls from customers relying on their advice and instruction for all their domestic and overseas travel. Ensuring a premium call experience and guaranteeing all their needs are taken care of is at the core of its business.

A smooth UC deployment for superior, up-to-date audio

Toppan Travel had previously used wired headsets from EPOS together with desk phones. Having used this solution for a number of years, the management decided to update its audio equipment and transfer to a more modern softphone system via PC. They wanted to improve the audio experience for both employees making calls and customers on the other end of the line by updating their headsets. This meant first looking into the market and checking out the possibilities.

Excellent service and support during trial

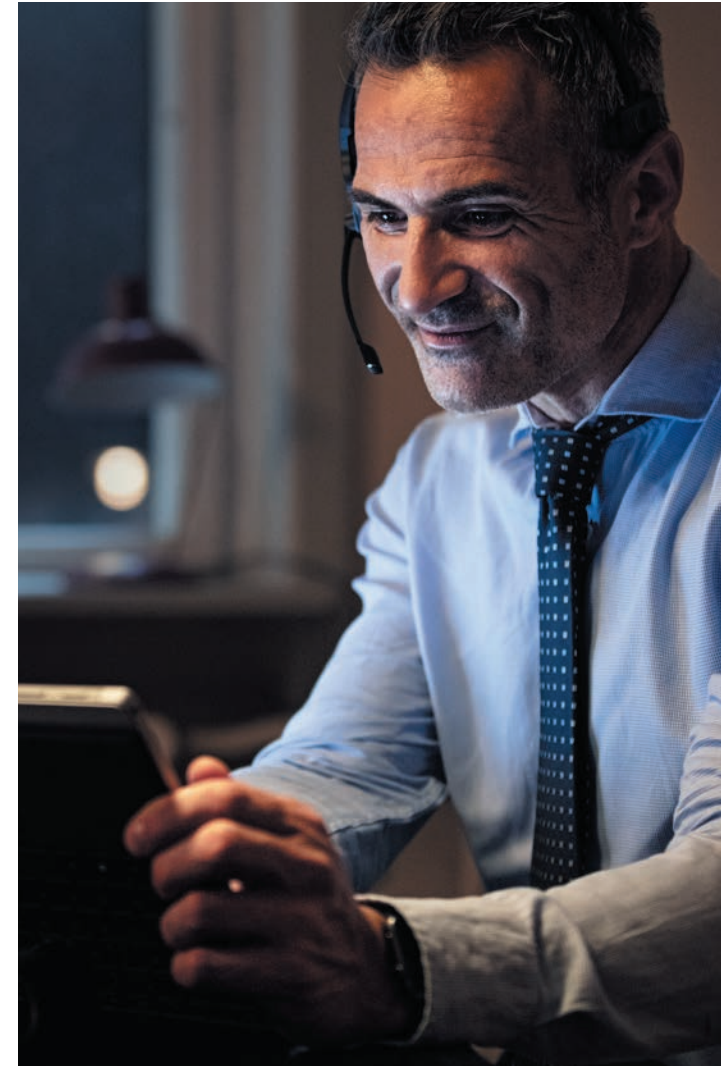
The solution had to accommodate the mid-sized, corporate company that Toppan Travel is with over 160 employees across four different locations. Following a period of assessment when both EPOS and another audio company's headsets were trialed, Toppan Travel decided to go with EPOS. The company's choice was informed by

the reliable nature of EPOS headsets and the high-quality audio experience they were able to provide. Toppan Travel also praised the customer support provided by EPOS during the trial period, stating that the support team responded well to all requests made and were able to give expert advice on usage of the headsets to address any concerns.

When it came to actually deploying the order of 150 IMPACT MB Pro 1 UC ML headsets throughout the company, the time from order to delivery was quick and the service and support team were always on hand to help out.

Superior audio swings the decision

As you would expect from a company that relies on a high level of customer service to thrive, superior audio is the number one factor when choosing an audio company to partner with. With the IMPACT MB Pro 1 UC ML headsets, users can ensure high-quality communication even when working in a dynamic office environment like Toppan Travel. The headset is developed with EPOS Voice™ technology for a natural listening experience. An ultra noise-cancelling microphone focuses on the voice of employees and blocks out background noise from the office, therefore optimizing speech clarity for the customer on the other end of the line. Meaning, when Toppan Travel's employees are making those all-important travel plans for a customer, every detail is heard time after time.



Toppan Travel Service Corp.

A new level of flexibility

Toppan Travel also commented on the level of flexibility that its employees were now able to enjoy while working. The IMPACT MB Pro 1 UC ML offers wireless freedom so that employees can type at the same time at talking – or walk around the office to help them better focus on the conversation, or just stretch their legs while working long hours on calls.

The multi-point connectivity that the headset offers also means that employees can connect to two Bluetooth® devices simultaneously with a wireless range of up to 25 m/82 ft. So, when workflow means switching fluidly between mobile and PC, Toppan Travel employees are able to

do just that. Add the ability for each headset to remain charged for up to 15 hours while on calls and easy call handling direct from the headset – mute, adjust volume and answer/end calls – and employee flexibility reaches new heights. Improving employee wellbeing also improves the level of service they can provide to customers. This means that the IMPACT MB Pro 1 UC ML presented a win-win for employer, employees and the company's customers.

As employees change between the four different office locations of Toppan Travel, they can now take their headsets with them. This flexibility means that they have their personalized settings ready to plug and play into whichever workstation they are working from on any given day. Another neat feature of the MB Pro Series means that employees can personalize a nameplate on the headset with their name – avoiding the confusion of headsets being mixed up at work.

Toppan Travel continues to be very happy with its choice of wireless headset from EPOS. The superior audio quality is what enables its employees to provide an unparalleled service to customers on a daily basis. It is this which Toppan Travel emphasizes is the most important factor when business relies on fluid, clear communication between contact center agents and customers.



Customer

Toppan Travel Service Corp.

Products Installed

IMPACT MB Pro 1 UC ML (150 units)

Website

www.toppantravel.com
www.bthacks.com

Country

Hamamatsu-cho, Minato Ward,
Tokyo, Japan

Industry

Travel

Profile

Toppan Travel Service Corp. is a provider of corporate travel services based in Tokyo, Japan. It provides domestic and overseas travel services tailored to its clients' requirements

Toppan Travel Service Corp.

IMPACT MB Pro 1 UC ML

Ensure high-quality communication with the premium Bluetooth® headset that complements your dynamic working style – in the office and on-the-go. The IMPACT MB Pro Series delivers natural audio experiences with EPOS Voice™ technology, and optimized speech with an ultra noise-cancelling microphone.

- Enjoy premium audio for natural-sounding conversations
- Experience wireless freedom
- Talk for up to 15 hours
- Discover easy call handling
- Convenient charger stand



