

# Soundshield™ Case Study



## The Soundshield in UC Environments

### THE CUSTOMER

Large National Marketing Services Company

### COUNTRY

Australia

### PRODUCT / SERVICE

Helps businesses with all their marketing needs including websites, local search in their digital & book directories, SEO, SEM & more.

## soundshield

The World's most Acoustically Safe Headset solutions:



Soundshield 4G™ Acoustic Safety device with Soundpro™ Corded Headset



Soundshield Wireless™ Headset

### UC Optimised for

Skype™ for Business / Lync®, Cisco® Jabber®, Avaya, ShoreTel®, Mitel®, Genesys®, Alcatel® and NEC®

### Overview

The company commissioned a new softphone telephony system from one of Australia's leading UC solution providers. The company objective was to remove all desk-phone communication and replace it with Softphone.

The recommended UC solution was installed across all areas of the business in order to improve efficiency and bring down cost by using VoIP.

As soon as the installation was complete and staff moved over to the new telephony platform, many started experiencing acoustic shock incidents. Random acoustic shrieks were travelling down the network and since staff were using basic USB headsets which connected straight into their PCs, they were not protected from acoustic shock in any way.

### Action Taken

The company reported this to its telephony provider who, after investigating the issue, contacted Polaris to further help with the investigation. Polaris had previously collaborated with the telephony provider on numerous occasions to overcome this type of problem.

Polaris installed Soundshield 4G Acoustic Safety devices on all desks along with its Soundpro Wideband Corded Headsets. The Soundshield 4G's Total Shriek Rejection™ ensured that the high pitched sounds coming down the network never reached the ear of the user, and they were also protected from long term noise exposure.

The Soundshield 4G connects straight into a PC therefore full UC / Softphone functionality was maintained by the company.

### Outcome

There have been no acoustic shock incidents since the Soundshields were installed. Staff feel protected and looked after and this in turn has had a positive effect on staff morale and overall productivity.



AUSTRALIAN INTERNATIONAL DESIGN AWARDS



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