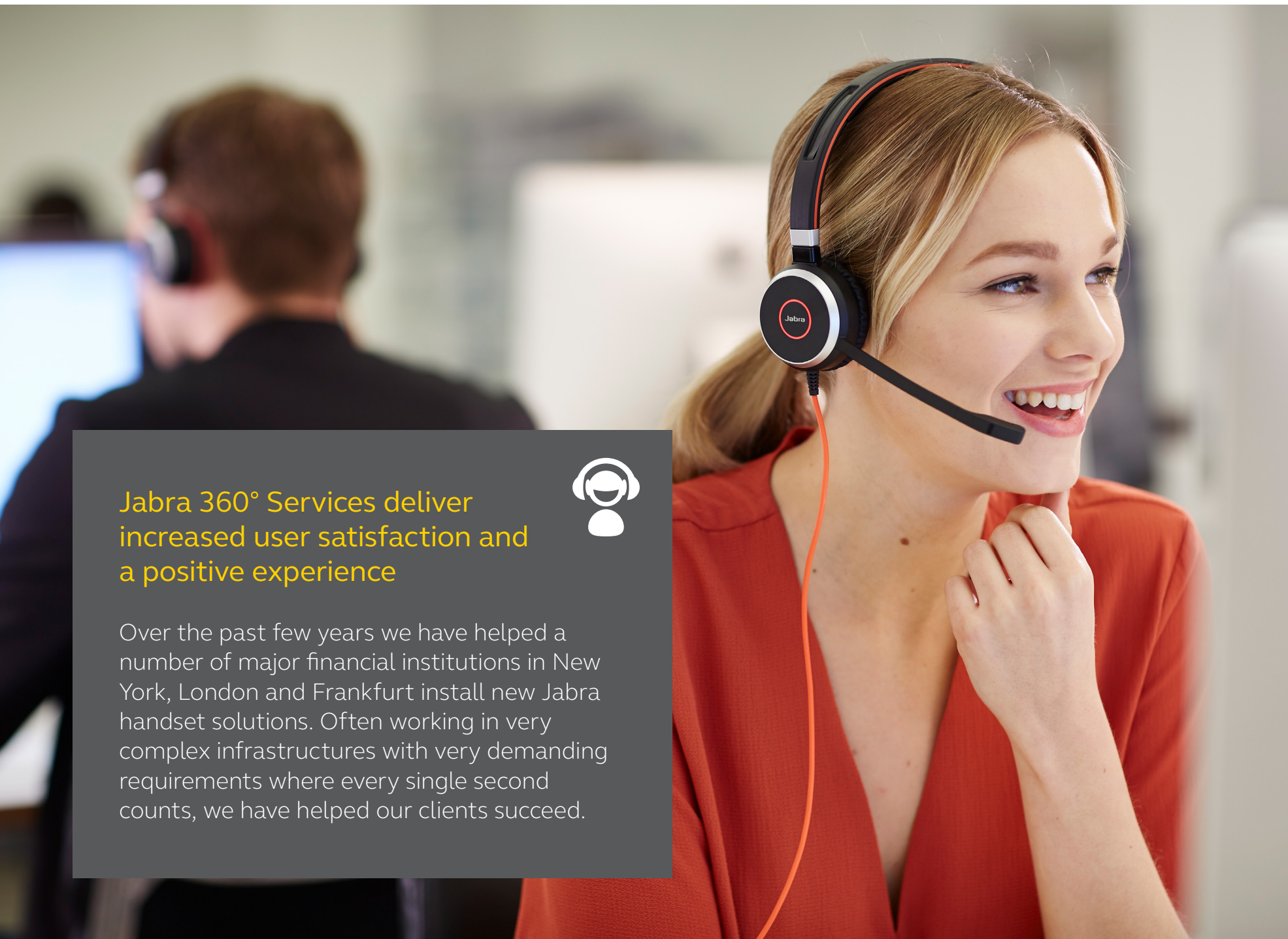




Jabra 360° Services

Delivering world class end-to-end enterprise services

Engineered to make your deployments successful



Jabra 360° Services deliver increased user satisfaction and a positive experience



Over the past few years we have helped a number of major financial institutions in New York, London and Frankfurt install new Jabra handset solutions. Often working in very complex infrastructures with very demanding requirements where every single second counts, we have helped our clients succeed.

A dedicated and bespoke service tailored to your requirements to ensure success at all stages when you introduce new audio devices.

Productivity is critical to business success and to remain competitive. To succeed, enterprises must facilitate a unique balance between adding new audio devices and support the needs of collaboration and concentration.

Adding too much new technology may hinder actual adoption if the deployment plans are inconsistent, whereas removing focus from continuously supporting the business with better technology may impede productivity gains.

Introducing Jabra 360° Services

Over the past few years we have worked closely with many large enterprises and helped them in their large-scale deployments and have developed our Jabra 360° Services to ensure a solid technical deployment.

Working hand-in-hand with you, Jabra 360° Services' teams offer an end-to-end suite of services that includes technical presales analyses, change management programs, pre- and post-deployment assessments and business-case support.


You will be supported by the best and most experienced Jabra engineers to help ensure success.

End-to-end suite of services



Jabra 360° Services has been created to support you on your organization's deployment or adoption journey.

The service acts as an extension of your implementation team to successfully reach the desired business outcome. You can select which services you need from our comprehensive offering prior to implementation and throughout the lifecycle of your solution, adapting as your IT environment changes. 360° Services ensures that your investment in Jabra is fully aligned to the needs of your organization now and in the future.

 Click on the services to the left, and see what the Jabra 360° Services deliverables cover:

Once selected, your Jabra 360° Service offering will be clearly outlined in a Statement of Work, individually tailored for your organization.

How Jabra 360° Services helps you

- Increased employee satisfaction and adoption
- Employees un-boxing experience is positive, increasing the ROI of the project

Pre-deployment service

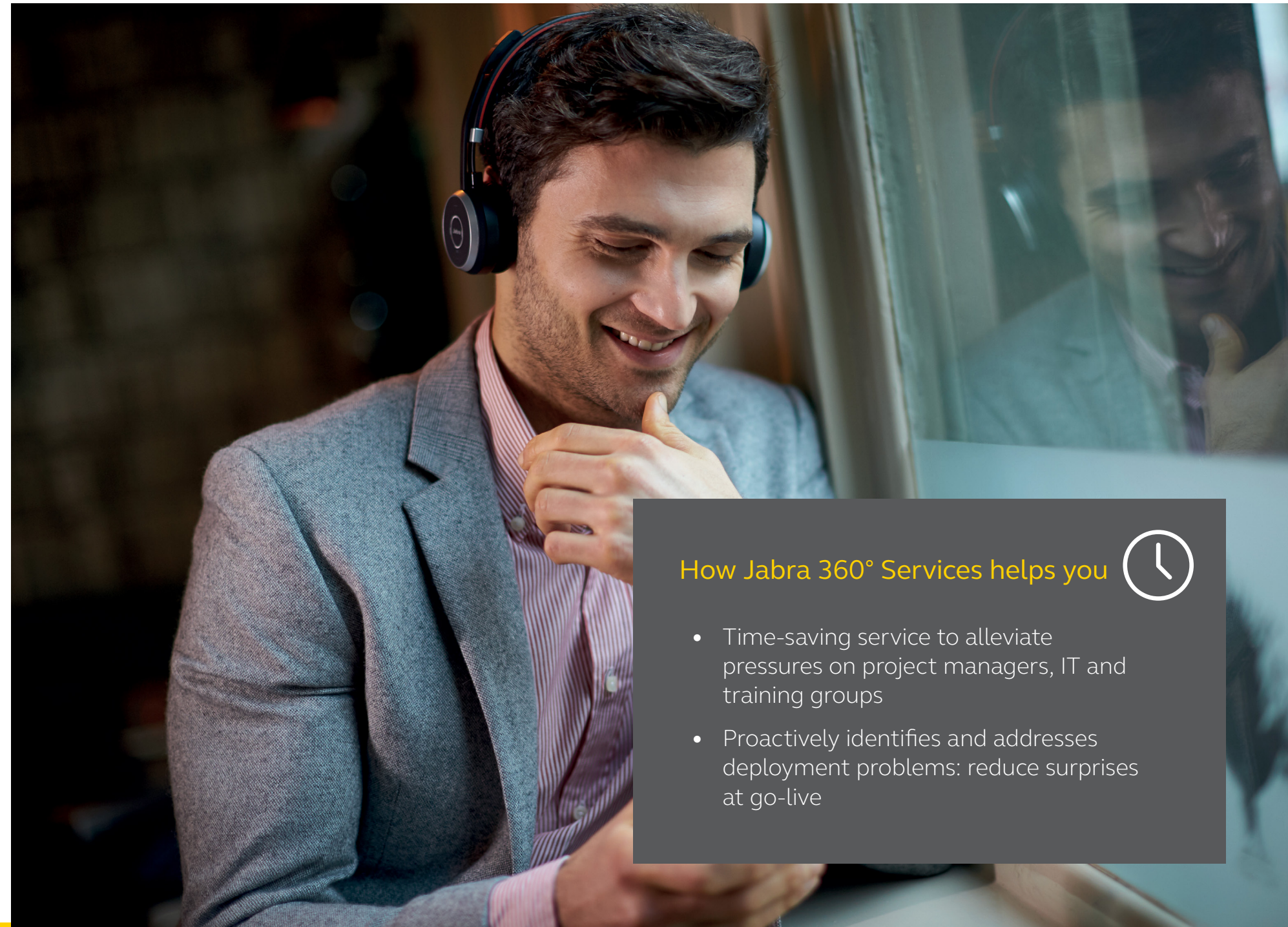
Aside from going live, the pre-deployment phase is probably the most important part of the process as rigorous preparation is the key to successful implementation.

Jabra is committed to delivering the right solution for all types of organizations and ensuring you are in a position to plan and manage your projects as effectively as possible.

Through detailed analyses and thorough planning, together we will unearth any issues and put the processes in place to avoid any pitfalls. With the right planning and testing, we help you to a seamless transition and deployment.

Pre-deployment Analysis

- Wireless density review and recommendations
- Proof of concept user survey
- Configuration recommendation
- User training recommendation



How Jabra 360° Services helps you



- Time-saving service to alleviate pressures on project managers, IT and training groups
- Proactively identifies and addresses deployment problems: reduce surprises at go-live

Change management & deployment services

At Jabra, we believe that ‘Devices Make Experiences’.

Our headset and speakerphone solutions make the experiences that drive the right habits and meet your return on investment goals. By deploying the correct audio device matched to the user need, adoption is accelerated.

Our change management services encompass solution-specific training and documentation to aid that transition. This includes installation training geared towards implementation teams or to employees directly. Internal support teams can get familiarity with basic troubleshooting specific to their solution and their employee use cases.

Jabra’s Deployment Services offer a helping hand where enterprise customers typically need it most. During technology refreshes and physical location moves, the most critical days are the ones immediately prior to and following go-live.

Sometimes it can take time for people to become familiar with new technology or hardware. We walk the implementation teams and employees through every aspect so that they are ready to use their new devices from day one.

Change management services

- Customized set-up and usage documentation showing end users what they need to know to get connected with their new devices
- Support training documentation
- Training delivery

Deployment services

- Product configuration services
- Installation services
- Support team refresher training
- Dedicated go-live support

What customers say



“Thank you so much and what a great customer experience overall. Prompt customer service and thank you for managing my expectations and delivering on what you promised. I will be sure to share my experience with others when asked about Jabra and their products.”

Source: Jabra Customer Satisfaction Survey Results – January 2017

Post-deployment services & business case support

Tier 1 training provided to internal support teams allows IT to continue supporting its users directly.

It is complemented by solution-specific escalation support to Jabra should a non-typical issue arise. Alternatively, we can provide direct employee support and let your IT teams concentrate on other tasks.

Business case support fosters regular contact with the project team leads after deployment, providing call detail reporting via our support cases.



Post-deployment services

- Solution-specific escalation support
- Deployment remediation
- Product configuration updates



Business case support

- Support ticket reporting

What customers say

- 9.5 ★ How quickly your issue was resolved by Jabra Technical
- 9.1 ★ The waiting time to contact a Jabra Support Representative via phone
- 9.8 ★ The knowledge of the Jabra Support Representative in writing
- 9.8 ★ The knowledge of the Jabra Support representative on the phone
- 9.5 ★ Jabra Technical Support when compared to other technical support organizations

Successful outcomes fuel competitive advantage



No one ever wants to get it wrong especially when communications are so critical to the organization.

Jabra 360° Services enable you to benefit from a dedicated, personal service designed to ensure a successful deployment. You can request custom-configured products safe in the knowledge that through the Jabra 360° Services you will have a deployment that matches your expectations.



“The headset deployment and larger Wilmington Enterprise Voice project was a success. Amy Brown and Joe Flynn exhibited fantastic professionalism on install and customer interactions. The lessons we learned from the Warwick project certainly increased our awareness for firmware updates and deployment timelines. Also, the collaborative end-user training with AT&T was another positive project takeaway.”



“Initial associate feedback on the Engage 75, Evolve 65, and Speak 710 headsets were all very good. Amy spent time with the local support technician to ensure he was comfortable with installation and troubleshooting of each Jabra product.”



“Thanks for the follow-up, looking forward to future success with the Jabra team.”

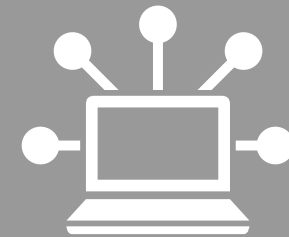
Global financial services company, 3rd deployment project supported with Jabra 360° Services. Scope of this project included wireless density planning, training documentation, training delivery, product configuration, installation, and go-live support

Get in touch

Jabra GN



Contact your Jabra
Account Manager



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