



Defining the ROI of the new Plantronics Savi Office WO100 Headset.

Sometimes it can appear difficult to quantify a return on investment when considering the deployment of telephone headsets to knowledge workers or 'office' staff. This challenge is exacerbated when the latest generation of Multi-use devices such as the Savi Office headsets have an RRP in excess of €349.

When calculating an ROI we measure in three areas – each driving business benefits:

- Cost savings
- Productivity enhancement
- Efficiency gains

This document provides guidance as to how an investment in the latest audio headset technology can pay for itself in less than 40 days per-employee on a hard cost basis as well as delivering incremental 'soft' cost benefits including higher customer satisfaction levels and a reduction in employee sick days.

Calculating the 'hard' ROI

Studies show that a significant amount of time can be saved when using a Multi-use wireless headset.

The sophisticated features of the Savi Office headset mean it is more likely to be used by an executive than an administrator or clerk. If we were to assume that the executive earns €70,000 per annum, and works 35 hours per week, 255 days per annum.

If the executive spends an average of 2 hours per day on the telephone, the annual saving will be €2,292

The RRP cost of the headset €349 would pay for itself in 38.8 days

Articulating the 'soft' benefits of deploying headsets

Back pain is the number one cause of sickness absence in the workplace. Activities including intense use of a telephone without a hands free headset can trigger a musculoskeletal disorder.

Research commissioned by Plantronics, the world's leading communication headset manufacturer, and conducted by the health sciences department at Surrey University found that 50% of office workers suffered from neck pain and 31% suffered from lower back pain. Surprisingly, 65% of participants also said they suffered from headaches sometimes or frequently.

In a cross-over study, each participant was monitored during a four-week period using the traditional telephone handset (control condition) and four weeks with a Plantronics headset (intervention condition). Nearly two thirds of respondents said they rarely or never had a headache when using the Plantronics headset. In addition, the research found that using a Plantronics headset reduced neck pains by 31%, lower back pain by 16% and upper back pain by 9%. Headaches were reduced by 27% when a headset was used.

Further information can be found on the attached White Paper or for more information contact Julie Fountain +44 7767 657995 or Julie.fountain@westcon.com