

plantronics®



Simply Smarter Coms for Smarter Working

Get Ready for Work 2.0

Philip Vanhoutte
Sr VP & MD Plantronics Europe & Africa

Simply Smarter Communications™

21st CENTURY WORK

NOTEBOOK, SMARTPHONE, TABLET, WIRELESS BROADBAND, HEADSET



WHERE IS YOUR
BEST PLACE
TO WORK?

WHEN IS YOUR
BEST MOMENT
TO WORK?



Behind the average adoption: Stark Contrasts

Techno-Push FAILED



Business-Pull SUCCEEDED



SMARTER WORKING – A NEW MANAGEMENT PHILOSOPHY

Allowing Information Workers to

work *Where & When*

they are

Most *productive*

Cost-effective

And *environmentally* respectful

Foundations of a Simply Smarter Work Implementation



“Bricks”

Work Topology
For Smarter
WorkSpaces



“Bytes”

Unified
Communication
& Collaboration



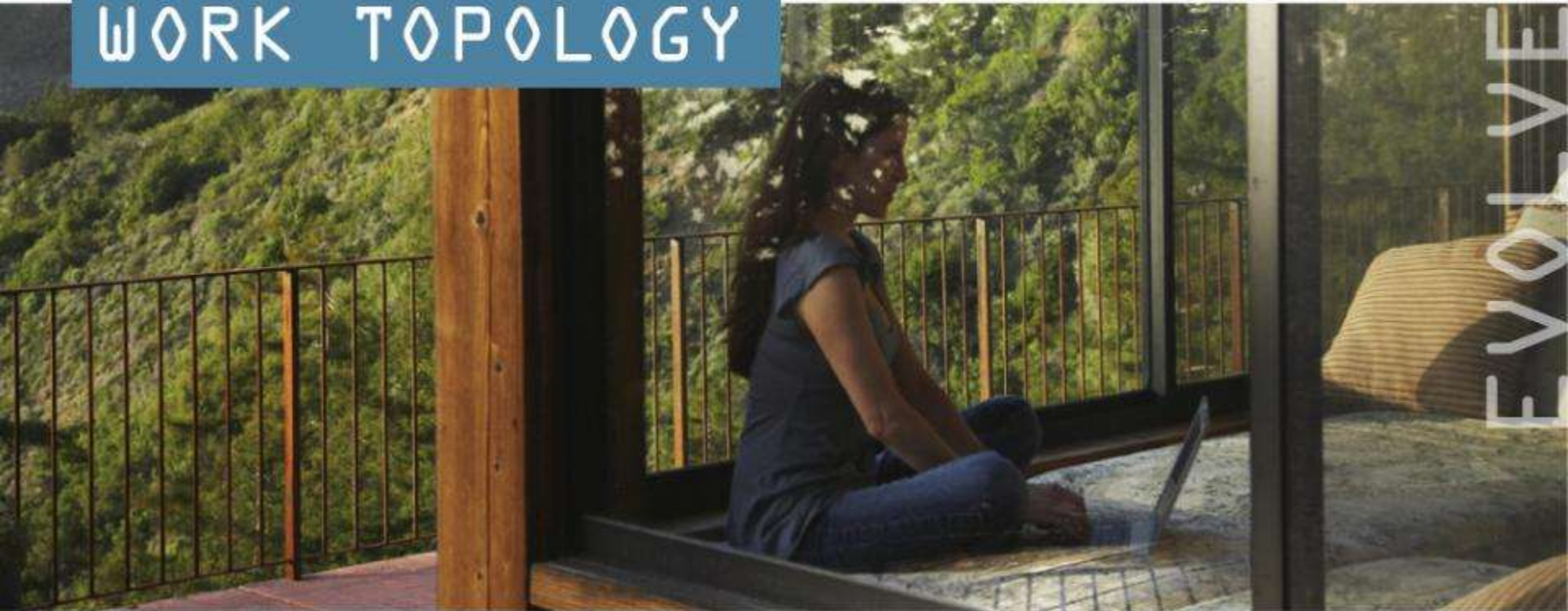
“Behaviour”

Manager &
Associate Virtual
Interaction Skills

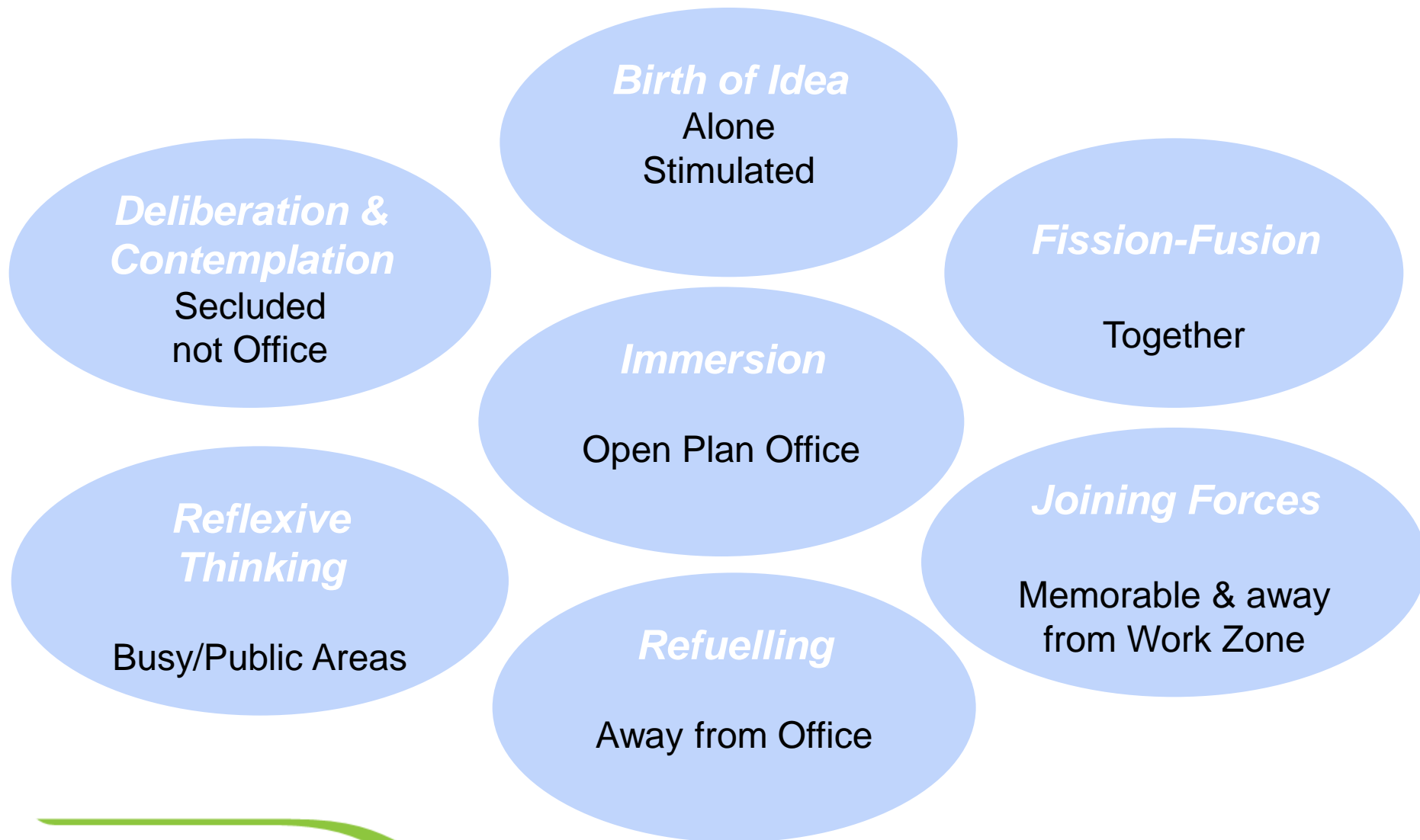
Allowing associates to work **where & when** they are most **productive, cost-effective** and **environmentally** respectful.

Welcome the world of Space and Acoustics

WORK TOPOLOGY



PRODUCTIVE INFORMATION WORK BEHAVIOURS



Birth of an Idea

What happens

Most ideas are in our heads

They need triggering thru

Clearing the mind

Passive inspiration

Playing/exploring

Ideal Setting

Freedom

No interruptions, relaxing

Alone yet stimulated



Immersion

What happens

» Transferring 'company way' in an office space

» Thru

- being a guru
- PR
- imprinting
- Awareness
- Absorption



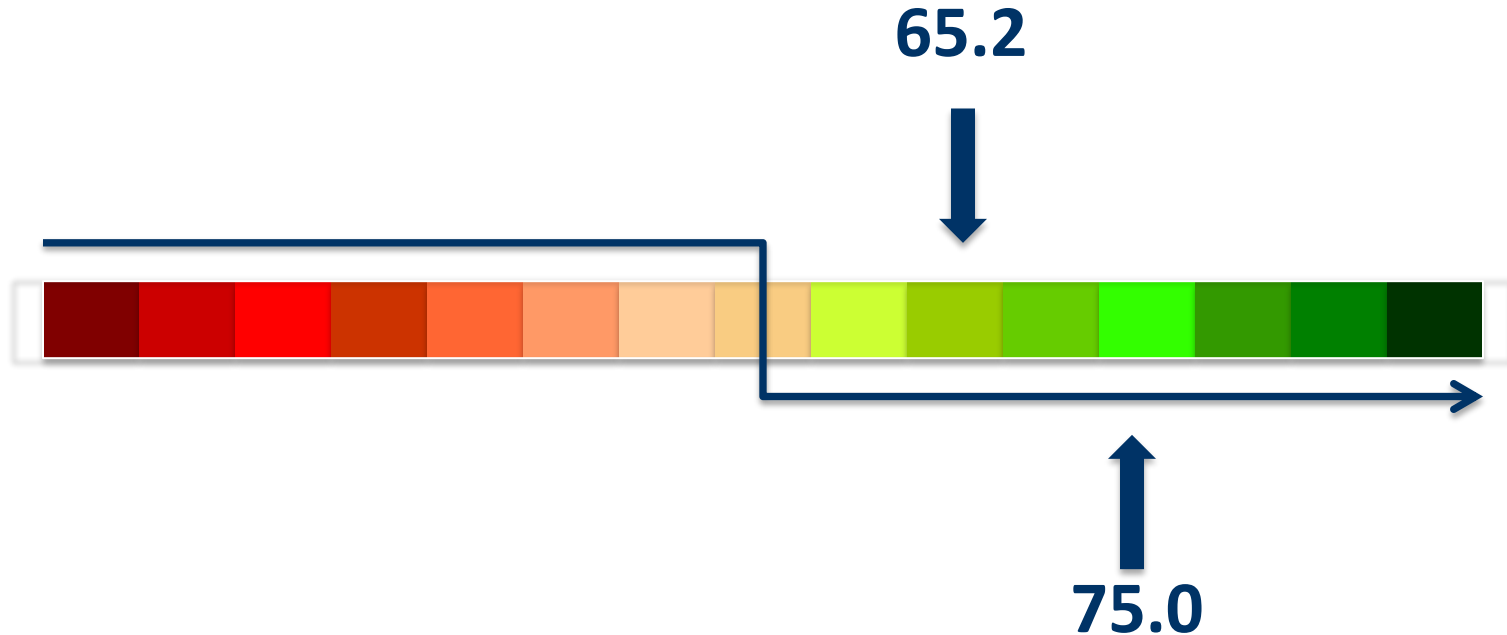
Ideal setting

» Open Plan for public observation



Simply Smarter WorkSpaces



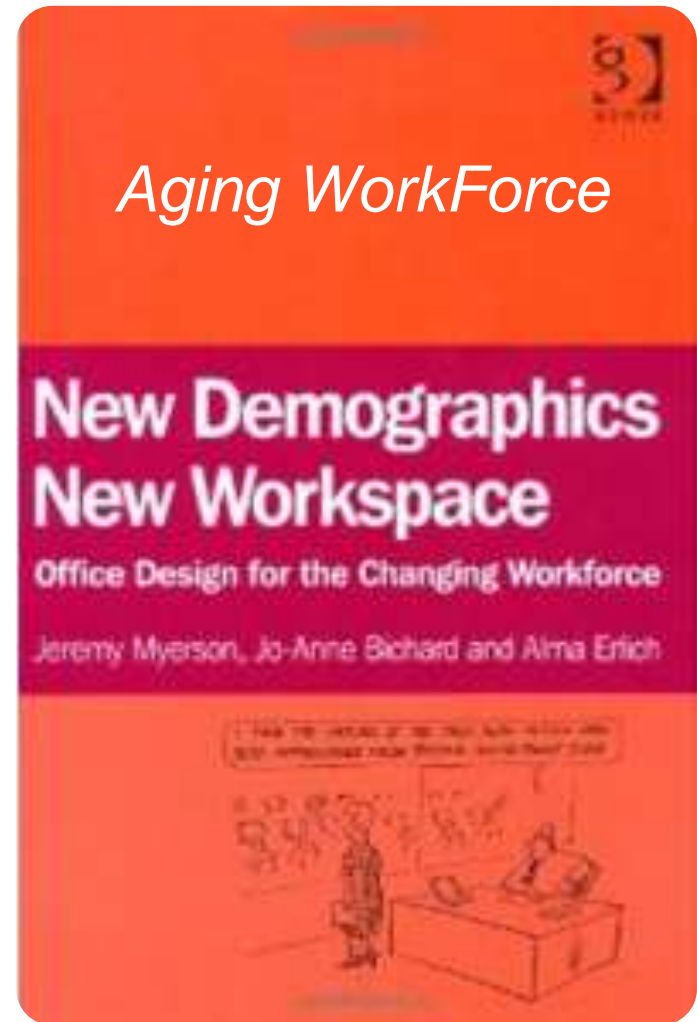


The first **unified, independent**, employee workplace satisfaction benchmark.

Current Office Design and ITC Systems are Lacking

In every study of modern offices **noise is the main bugbear**

Employees waste up to 40% of their time **with ITC systems that are not well integrated** to their knowledge tasks



Work Space Zones for Productive Information Work

Concentrate

- Focused individual work



- Quiet, enclosed space
- Private

Collaborate

- Group discussions
- Presentations
- Audio / video conferencing
- Brainstorming sessions



- Formal meeting area
- Stimulating

Contemplate

- Take time out



- Comfortable
- Re-energizing

Communicate

- Mixture of face-to-face and virtual collaboration / communication



- Superb acoustic shielding
- Fixed or flexible desk space

Acoustic Shielding ABC in the Smarter Office

- **Absorption**

- Use of specialised products to absorb the sound

- **Blocking**

- Introduction of vertical barriers between the noise source and listener to block sound

- **Cover**

- The use of a computer generated random sound that covers or masks unwanted sound.



Royal Wootton Bassett, UK, Simply Smarter Office



Concentrate



Collaborate

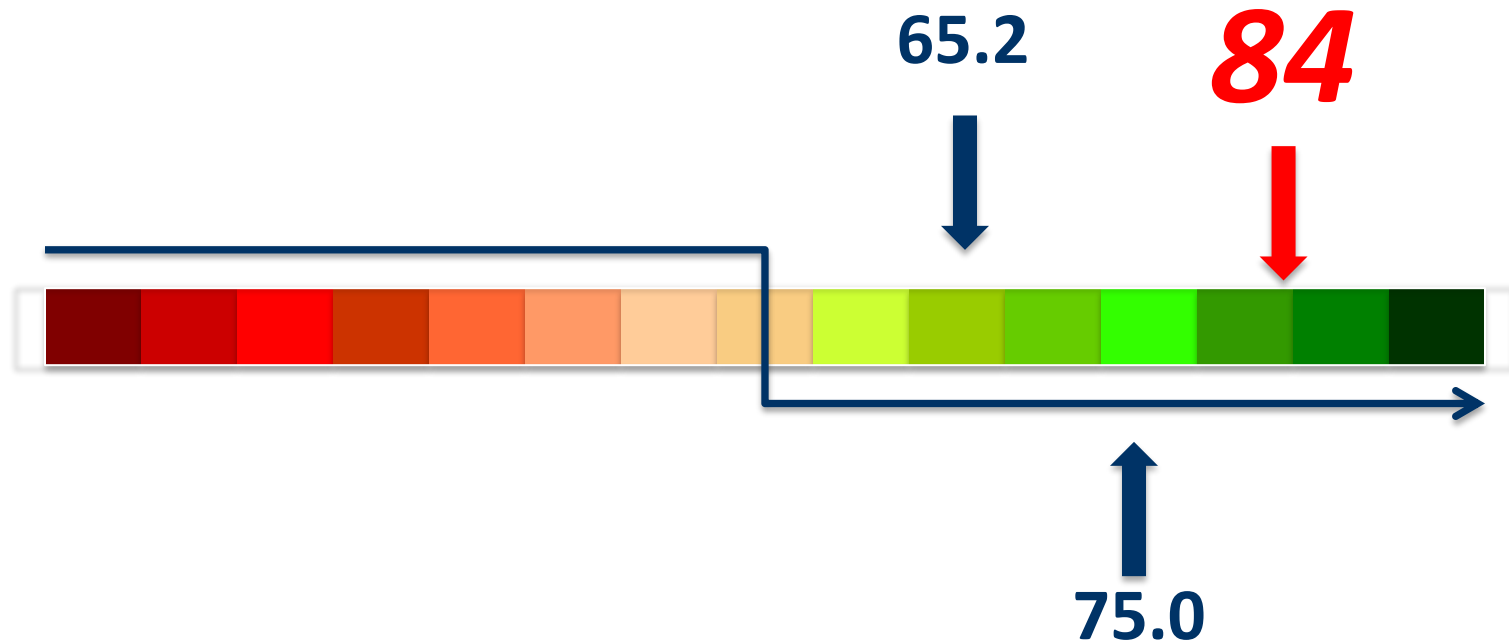


Contemplate



Communicate





The first **unified, independent**, employee workplace satisfaction benchmark.

British Institute for Facilities Managers





Koln, Germany, Simply Smarter Branch Office



Award winning reality shows – NL, Contact Centre 2.0



Concentrate



Collaborate



Contemplate



Communicate



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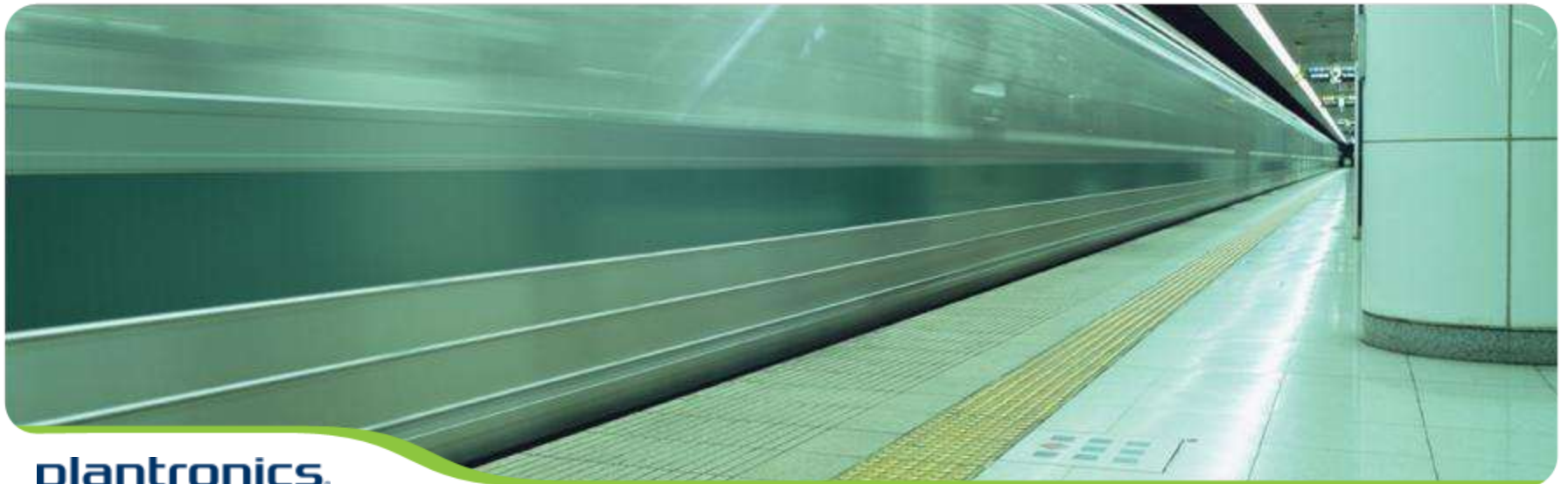
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Simply Smarter Communications™

Mobile Unified Communications

Essential Foundation for Smarter Working



plantronics®

The new Communications Gearbox

Presence



Five Speeds

1. Get attention via Instant Message
2. Click to talk with PC
3. Invite more to audio-conference
4. add video for extra dimension
5. overdrive into TelePresence



Recent verdict – UC is unfinished symphony!

Call Quality ?

Network QoS and Audio Devices

Unified Telephony ?

How to juggle desk, mobile, softphones

True Presence?

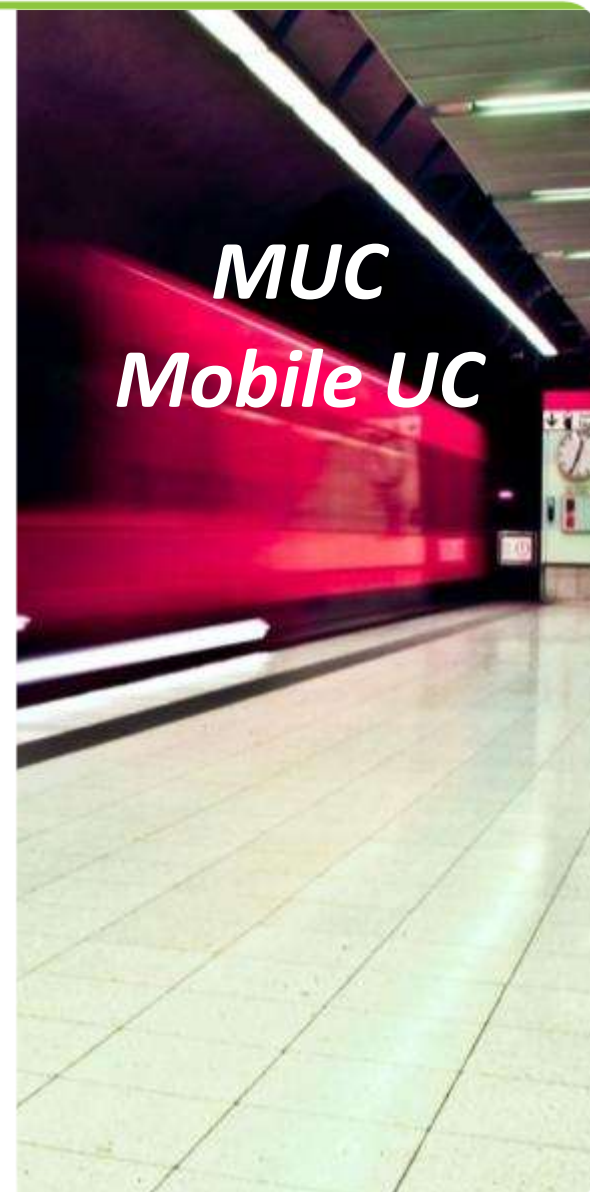
Mobile Telephony: overlooked

Painless conference calls?

Getting in and staying in

Audio Management on the PC?

As simple as the old phone?



Voyager Legend UC

The next generation *UC Bluetooth smartset* for making high quality voice calls through your laptop, smartphone or tablet



Proposition Highlights

- :
- + Charging carry case giving up to 24 hours talk time
- + Magnetic desktop charging stand
- + Smart Presence
- + Proximity driven enhanced security
- + Centralised deployment and management tools

Calisto 620

The first portable Bluetooth *wireless speakerphone* that connects to your laptop, smartphone or tablet



Proposition Highlights

- 2 x auto-switching directional mics
- 6 hours talk time
- Smart Presence
- Portable

Instant Meeting for *Smart Conferencing*

plantronics. | InstantMeeting

Lose the Post-it



Automatically identifies conference calls in your calendar & recognizes the notable details (time, phone number, dial-in code, etc).

Connect Instantly



Connects you to your conference call or notifies attendees that you will join shortly - all at the single touch of a button

Never Be Late



InstantMeeting allows you to choose your alert time.

For Android, BlackBerry, iPhone and Outlook

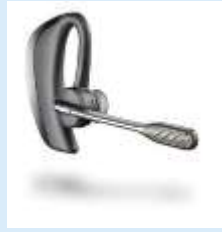
Simply Smarter Communications

Smart Unified Presence
Smart Conferencing

Smart Unified Telephony



SmartDeskset
Savi



SmartSet
VPRO UC



SmartSpeaker
Calisto P8xx

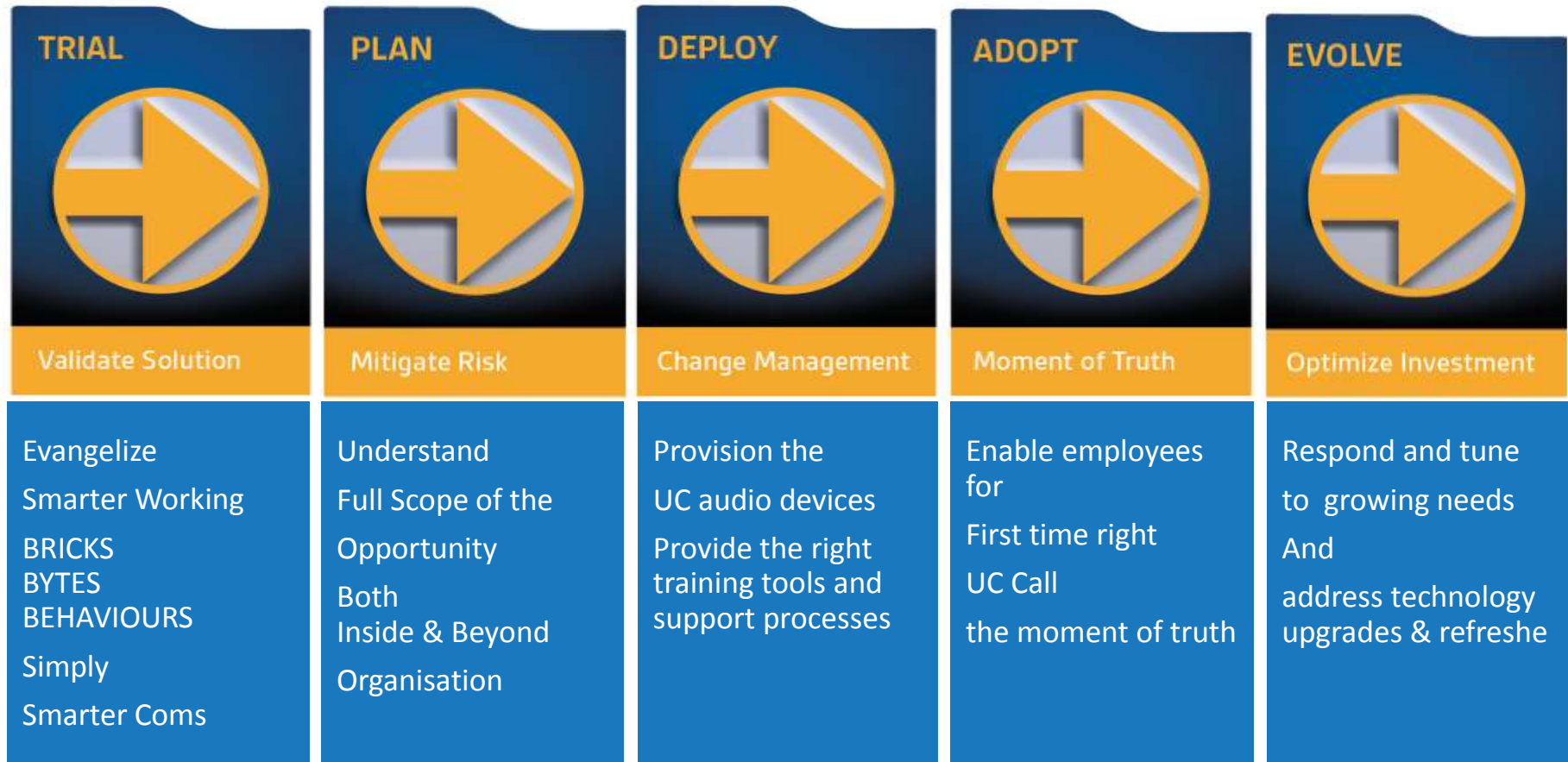
Instant Meeting

SPOKES

Vocalyst

Audio Device UC Toolkit

Getting into the UC Flow - UC Adoption Phases – with UC Toolkit



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Smarter Working – Changing Behaviours



People have to find new ways to engage with others remotely

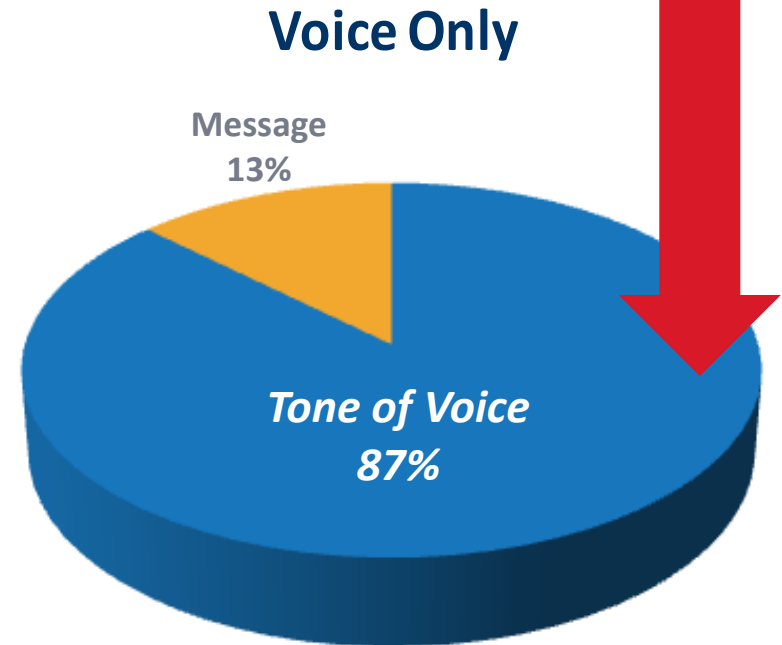
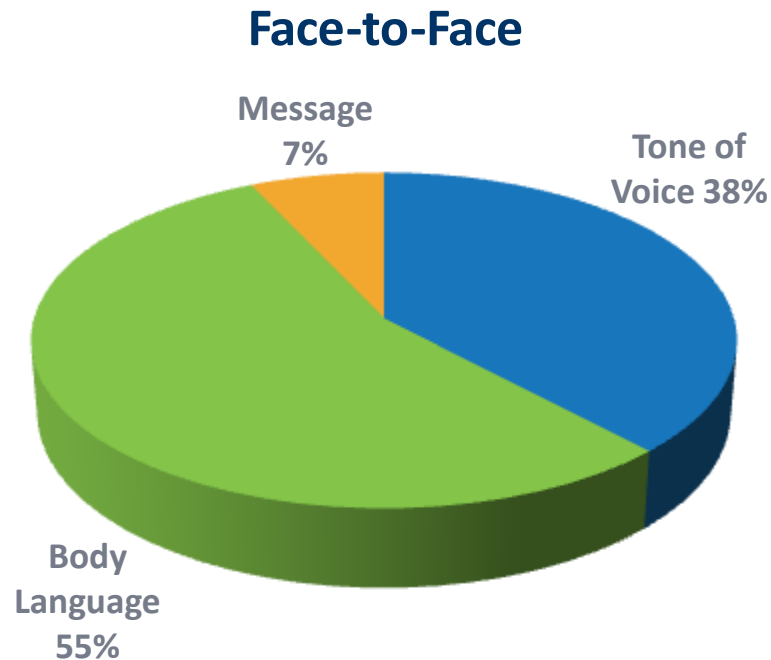
- Clarity
- Emotion
- Power
- Identity
- Context
- Rapport
- Engagement
- Group Dynamics

The Art and Science of Virtual Interaction



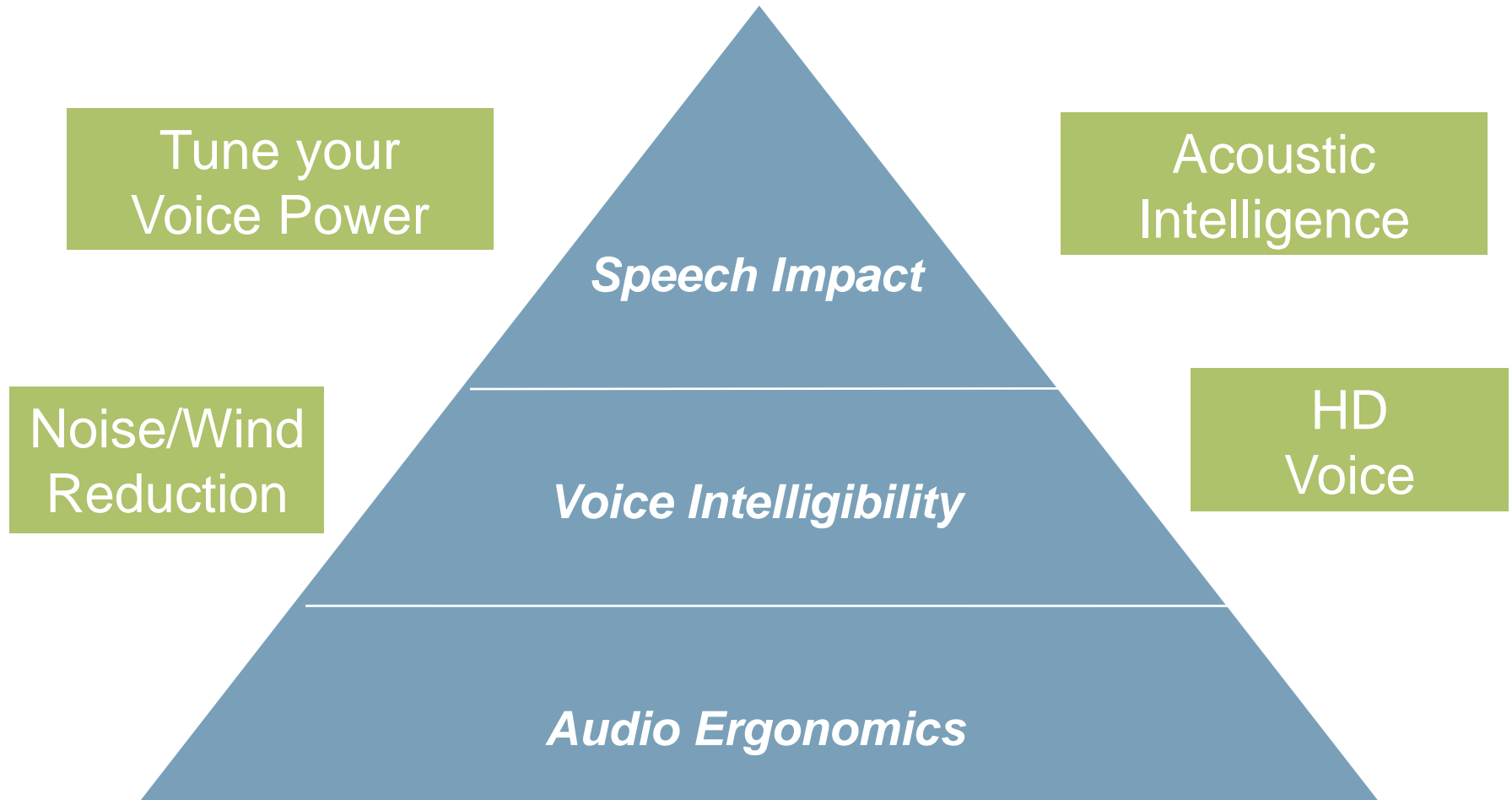
Virtual Interaction is the most fundamental change

Body-less Communications



Face To Face: Mehrabian, A. (1971). Silent messages. Wadsworth, Belmont, California.
Telephone: Mehrabian, Albert & Morton Wiener (1967): Decoding of inconsistent communications. Journal of personality and social psychology 6(1): 109-114.

VOICE = CRITICAL FOR DISPERSED WORKING



Speech Impact thru *Acoustic Intelligence*

How **your voice** works

Lungs and cords ... keeping them fit

Pitch – Pace – Power –Pause

Beyond transmit / receive

Being understood (intelligibility & content)

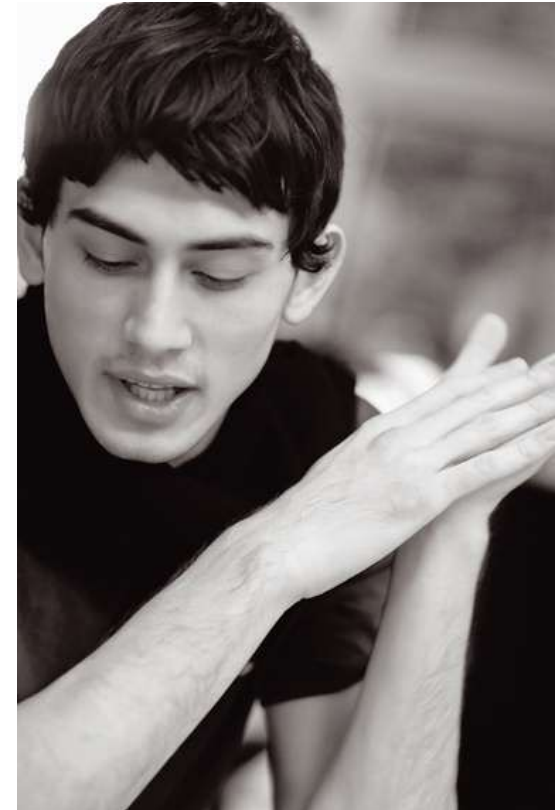
Engagement and impact (results)

Storytelling

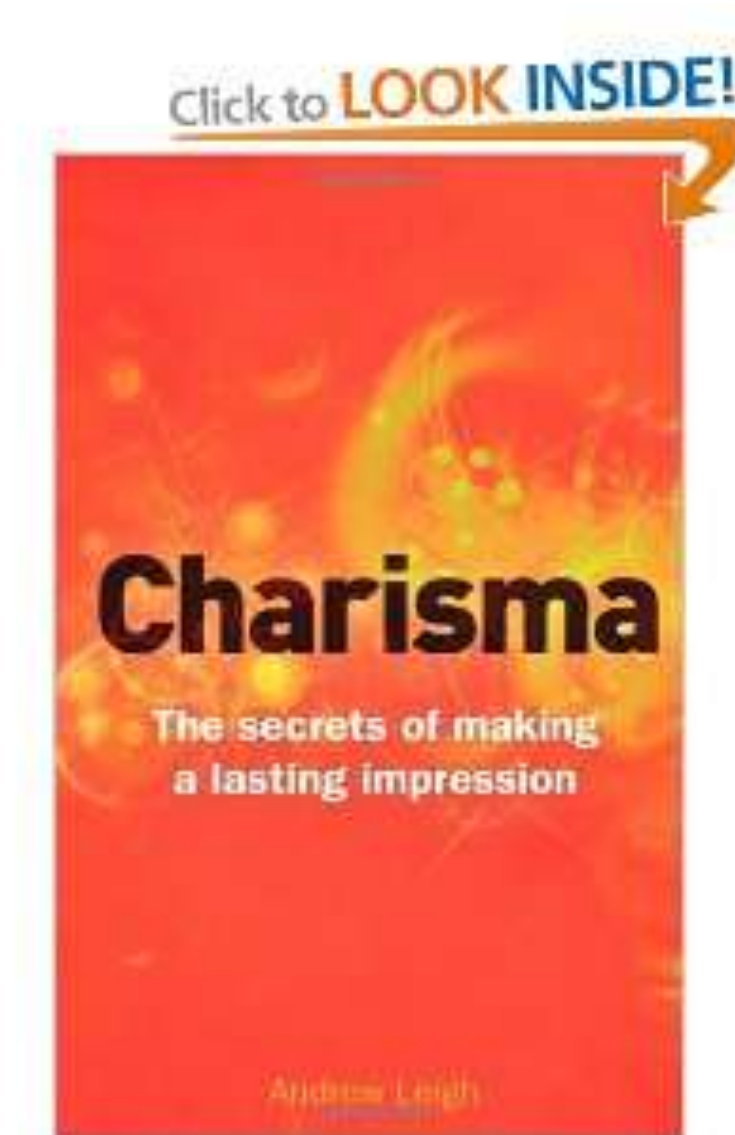
The art of powerful conversations

Person-to-person, conference calls

SPEECH
IMPACT



7 of 21 Charisma attributes are related to VOICE



Smarter Working – *Everybody wins*

- Real-Estate Reduction -30%
- Absenteeism -60%
- Employee & Customer Satisfaction +20%

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