Founded in 1872, Virginia Tech is the commonwealth’s leading research institution. Located in Blacksburg, Virginia Tech offers 215 undergraduate and graduate degree programs to more than 30,000 students and manages a research portfolio of more than $450 million. The university’s main campus includes more than 125 buildings and an airport.

**THE CHALLENGE**

With hundreds of departments and faculty and staff working across a 2,600-acre campus, Virginia Tech’s IT department regularly investigates new ways to use technology to boost productivity for its employee base, including administrators and the IT team.

Like a lot of organizations, Virginia Tech explored transitioning from desk phones to softphones as a cost-effective way to enable employees to stay connected to the network – regardless of their location. The school also wanted to improve the call quality of conversations for employees using headsets, while providing a headset solution that easily transitioned to an ever increasing mobile workforce.

**THE SOLUTION**

The IT department’s first move was to select a Unified Communications (UC) solution to integrate voice, video and data and, moreover, improve efficiency and collaboration. After looking at a variety of solutions, the IT team selected the Avaya One-X platform which simplifies complex communications and helps users integrate with other technologies, including headsets.

Once fully implemented, the UC system will provide a foundation for the integration of real-time communications services like telephony, instant messaging, chat and desktop video conferencing with other non-real-time communications services such as email, voicemail and fax.

**COMPANY**

| Customer: | Virginia Tech |
| Website:  | www.vt.edu    |
| Country:  | United States |
| Industry: | Higher Education |

**PROFILE**

Dedicated to its motto, Ut Prosim (That I May Serve), Virginia Tech takes a hands-on, engaging approach to education, preparing scholars to be leaders in their fields and communities. The university fulfills its land-grant mission of transforming knowledge to practice through technological leadership and by fueling economic growth and job creation locally, regionally, and across Virginia.

**PHONE SYSTEM**

Avaya One-X

**JABRA SOLUTION**

| Products:     | Jabra PRO™ 9400-series and Jabra GO™ 6400-series |

**BUSINESS BENEFITS**

- Reduced costs from standardization, centralized purchasing
- Better control from one touch screen and ability to answer any call from the same headset
- Improved productivity and professional call handling
- Enhanced mobility
- Easier control of assets
- Optimal usage of devices
Following the initial rollout of Avaya One-X, the IT department used its Discovery Lab to conduct trial runs on various headsets that would work with its new unified communications platform. The school’s administrators used several headsets as part of the trial run. Based on the administrators’ collective user experience, the school selected Jabra headsets – primarily for their ergonomics and long range capabilities (of up to 300ft/100m - 80ft/25m for mobile phones) that allow employees to move freely while speaking on the phone.

Jabra’s headsets also delivered a higher call quality by blocking out ambient noise.

The school examined the various headset users across the university, based on different criteria such as whether the employees worked primarily an office environment or if they were mobile-centric. This information enabled Virginia Tech to provide the most optimal Jabra solution based on each employee’s needs. Jabra is now the standard headset across the university - a move that makes it easier to control assets, reduce costs and save the IT department time on troubleshooting issues.

“We have saved a significant amount through our standardized purchasing process of Jabra solutions,” said Joe Hutson, Director, Infrastructure and Application Development at Virginia Tech. “In addition, the integration of the headsets with our Avaya One-X system has been seamless and led to enhanced collaboration among our administrators and faculty members who are using headsets to remain mobile and increase productivity.”

MORE INFORMATION:

Please visit www.jabra.com for more information.