



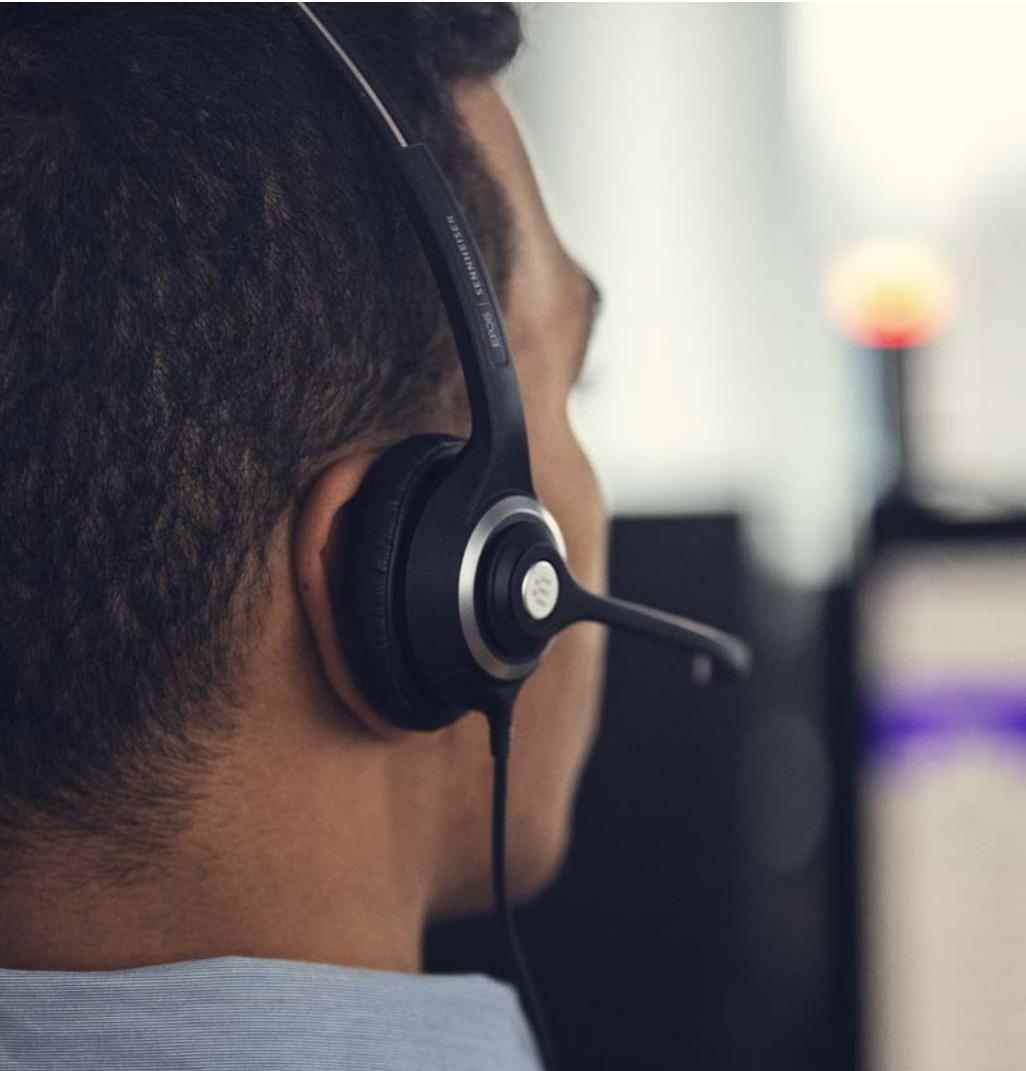
EPOS

Case Study

Prudential Hong
Kong Limited

Hong Kong

Prudential Hong Kong Limited



When call clarity counts EPOS delivers

Insurance is a people-oriented business and a huge part of all our lives. There's an insurance for most activities these days and a lot of players and products on the market. In this business talk matters. Whether it's customers shopping around for a quote, the sales force attracting new business or admin staff dealing with a claim – clear calls and communication are vital to the insurance industry.

The Challenge:

The Prudential Hong Kong Limited offices are spread over ten different locations, all of which are open offices with many people talking on the phone at the same time. In addition, external agencies are also used sitting in different locations. Communication with customers as well as between staff internally must be of the highest quality. Call clarity, comfort and durability were all important parameters for Prudential Hong Kong Limited when considering which headset solutions to go for. The chosen solution had to be compatible with Avaya IP deskphones and perform seamlessly with Microsoft Teams. Furthermore, many of the staff work remotely and from home making portability of the headsets an important factor.

The Solution:

For a 360-solution fitting all company locations and working styles, EPOS recommended three unique products: the **IMPACT SDW 5016 – EU**, the **ADAPT 160 USB** and **EXPAND SP 30+**.

Prudential Hong Kong Limited

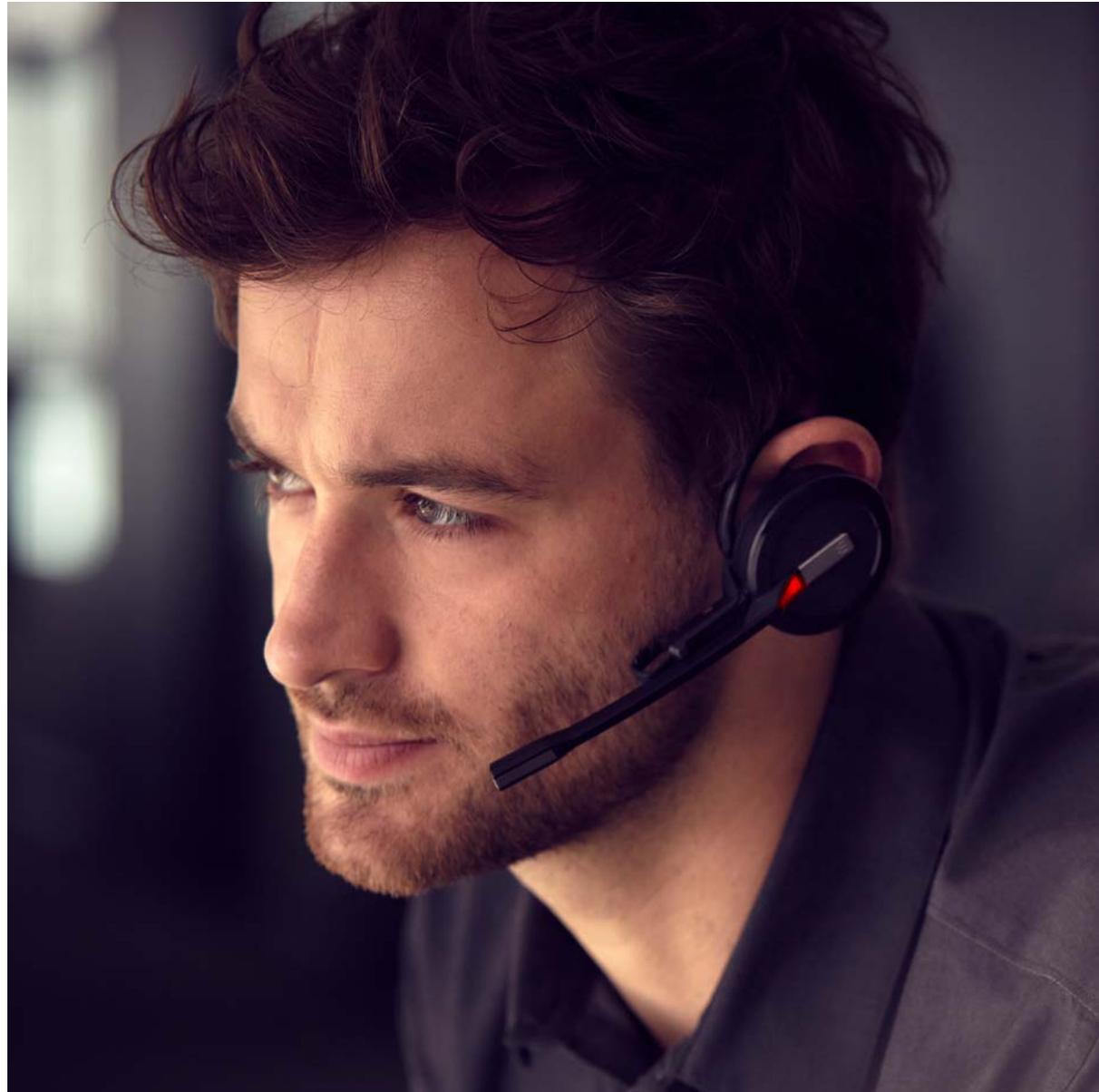
EPOS | SENNHEISER IMPACT SDW 5016 – EU

A single-sided, wireless DECT headset with triple connectivity and three wearing styles.

Answering all needs in the hybrid workplace

The IMPACT SDW 5016 – EU was a great choice for Prudential's flexible office workers – constantly on calls and moving around busy open office spaces. It provides superior sound to maintain top quality customer interactions and can be connected to a range of audio sources from computer to desk and mobile phone. This made it a great choice for Prudential, largely using Microsoft Teams via PC and Avaya IP deskphones during calls. The busy light and advanced collaboration features enable higher productivity and users also benefit from enhanced security. Good battery life also makes it a great choice for all day use. Furthermore, the headset can be used with the SDW D1 USB dongle if staff are working from home or other remote locations, while still maintaining an extremely high level of call quality and security.

[Learn more>](#)



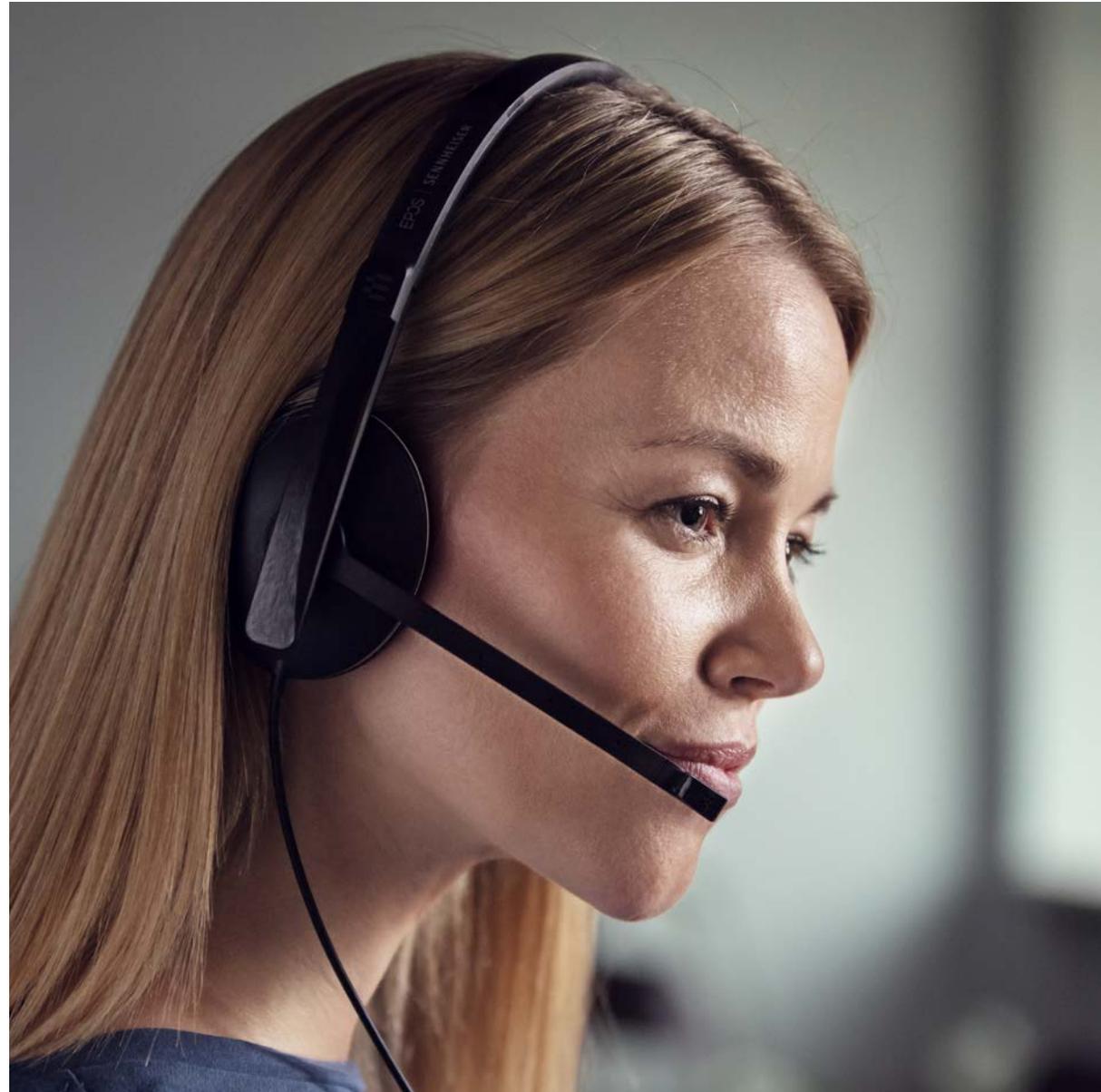
Prudential Hong Kong Limited

EPOS | SENNHEISER ADAPT 160 USB

Double-sided, wired headset with USB connectivity and in-line call control.

Another flexible headset, the ADAPT 160 USB provides plug and play connectivity. It works excellently for Prudential's staff who need a reliable, great value headset that delivers quality sound, style and comfort. It's a headset that can be used seamlessly between multitasking in the office or on the daily commute - with an innovative fold-flat ear cup design and carry pouch. This was a perfect entry level headset to complement the premium SDW 5016 - EU.

[Learn more>](#)



Prudential Hong Kong Limited

EPOS EXPAND SP 30 +

Portable, wireless, Bluetooth® speakerphone with exceptional audio performance.

The EXPAND SP 30 + supports both personal and small to medium sized conferencing for up to 8 people. It is UC optimized and includes a Bluetooth® USB dongle for connection to PC or softphone. This speakerphone was recommended to Prudential as it enables conference calls at a moment's notice due to its portability. Alternatively, it can be used as part of a permanent conference room solution where users can connect devices easily via Bluetooth® or USB-C cable. With enhanced voice pickup and superior speaker sound, everyone on the call - regardless of their location - can engage with the same confidence and clarity as if being there in person.

[Learn more>](#)



Prudential Hong Kong Limited



Great presale service and support

Prudential Hong Kong Limited was delighted with the presale service EPOS provided. The solution was delivered promptly and rolled out quickly and efficiently. Service and support were all excellently executed, with EPOS support contractors being proactive about Prudential Hong Kong Limited's needs.

If you're interested in any of the solutions mentioned you can speak to the EPOS Sales Team.

Local sales contact :
Kinson Chin at kicn@eposaudio.com

Customer

Prudential Hong Kong Limited

Products Installed

SDW 5016 & SC 160 USB & SP 30+

Website

www.prudential.com.hk

Country

Hong Kong

Industry

Insurance

Profile

Prudential Hong Kong Limited is an insurance company based in Hong Kong providing a range of insurance services from health and life insurance to travel, home and leisure insurance. The company has approximately 25,000 staff across ten office locations and in various agencies. The staff interacts with customers daily on calls via deskphones and softphones via Microsoft Teams.

Prudential Hong Kong Limited



IMPACT SDW 5016 - EU

Single-sided, wireless DECT headset with triple connectivity and three wearing styles, for professionals using PC/softphone, desk phone and mobile. Super wideband audio and a two microphone noise-cancelling system create this superior audio solution. Empower your workforce with a headset that boosts productivity by creating focus. For the evolving modern workplace, the IMPACT SDW 5016 provides superior sound, multi-device usability, excellent comfort and seamless customer interaction.

ADAPT 160 USB

Wired, double-sided headset with USB connectivity and in-line call control, for use with PC/softphone. The stylish design and great quality sound for both calls and multimedia makes this a convenient single solution for all your audio needs - in or outside the office. Fold away the boom arm discretely on your commute and enjoy quality sound in comfort thanks to large acoustic foam ear pads. Optimized for UC professionals who value great sound, discreet modern style and comfort.



EXPAND SP 30 +

Wired, double-sided headset with USB connectivity and in-line call control, for use with PC/softphone. The stylish design and great quality sound for both calls and multimedia makes this a convenient single solution for all your audio needs - in or outside the office. Fold away the boom arm discretely on your commute and enjoy quality sound in comfort thanks to large acoustic foam ear pads. Optimized for UC professionals who value great sound, discreet modern style and comfort.

