



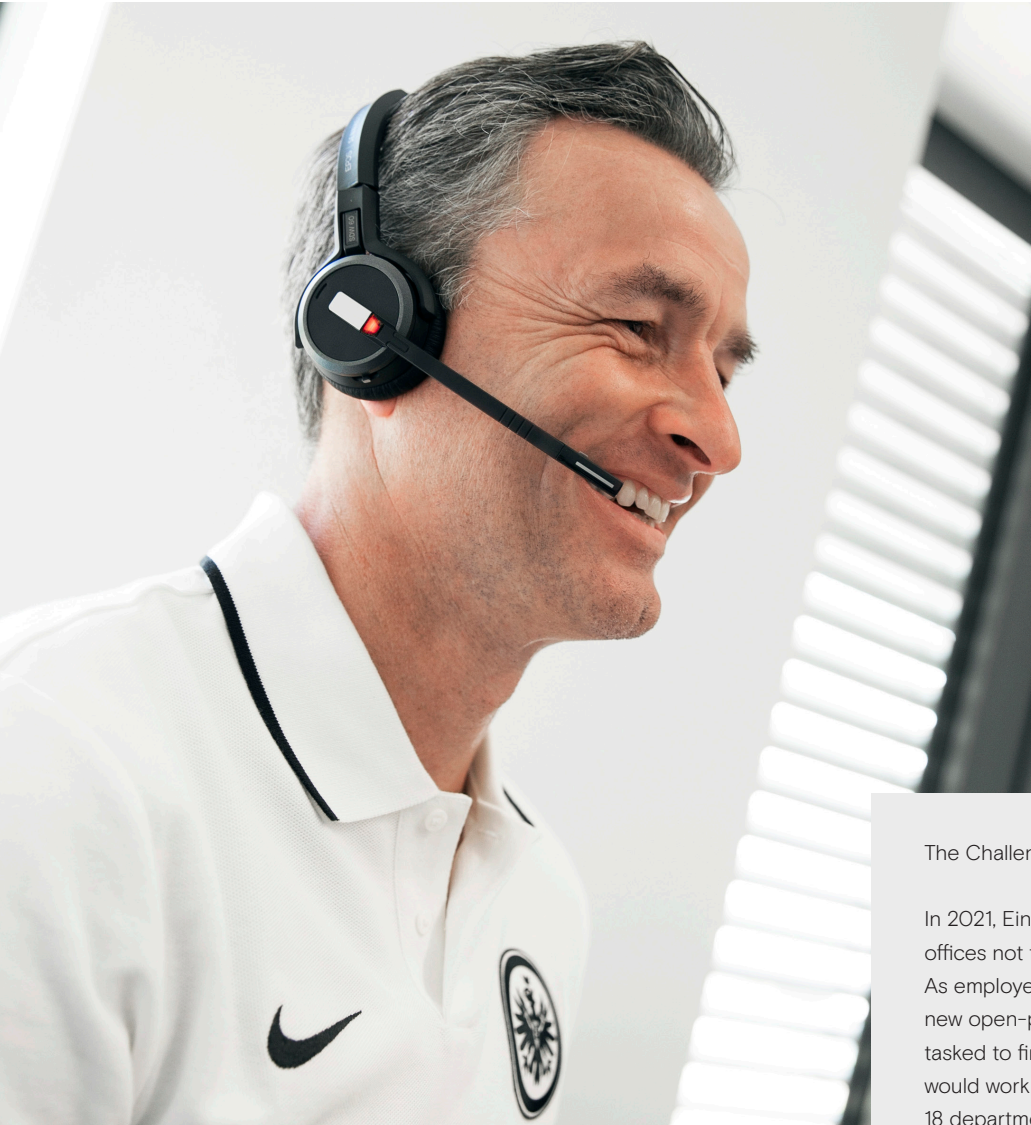
EPOS

Case Study

Eintracht
Frankfurt
Fußball AG

Germany

Eintracht Frankfurt Fußball AG



“Just like on the field, communication is key, and each team member at the Eintracht offices has their own role. The audio devices must suit each specific need to make us win. EPOS got us there.”

Alexander Schur, Eintracht Frankfurt Fußball AG, Sales & Marketing

Frankfurt, Germany

Eintracht Frankfurt e.V. has been home to champion professional athletes since 1899.

The club's more than 100,000 members participate in 50 different sports, but Eintracht Frankfurt is perhaps best known for their men's and women's football clubs, which compete in the top tier German Bundesliga. With a gigantic performance, the men's soccer team celebrated one of the greatest successes in the club's history in the 2021/22 season, winning the UEFA Europa League.

The Challenge

In 2021, Eintracht opened their ProfiCamp offices not far from the Deutsche Bank Park. As employees prepared to move into a new open-plan office, the IT team was tasked to find headset solutions that would work for 280 employees across 18 departments, all with varying needs and ways of working.

The Solution

The Eintracht Frankfurt Fußball AG chose a mixed package, allowing them to allocate the right headsets and audio devices to meet each particular staff member's needs. With EPOS Manager the Eintracht IT team could control and update all headsets remotely, ensuring quality, consistency and security.

Eintracht Frankfurt Fußball AG

“The ‘aha experience’ was hearing the sound quality ourselves. But EPOS products are also easy to use and the different products fit the unique needs of every college, which is a priority to us. As they say, happy players, happy team.”

Alexander Schur,
Eintracht Frankfurt Fußball AG, Sales & Marketing

A unified audio solution supports better teamwork

Before moving into their new offices, some Eintracht staff had used their own audio devices, while others received headsets from IT. That led to an inconsistent experience for both the staff and the people they were speaking with.

The Eintracht IT team wanted to find a unified audio solution that would be suitable for their new open-plan offices, as well as for colleagues who were working from home and participating in online meetings during the transition from pandemic restrictions.

Added to those demands, Eintracht also needed to meet the specialized requirements for each department. That included frequent callers in customer service and team members who needed to switch between multiple devices, such as a laptop, softphone and mobile, as well as travel activities across Europe.



Eintracht Frankfurt Fußball AG

“With the assist from EPOS, we could reach our goal of having every team member equipped with a headset that never slowed them down.”

Alexander Schur,
Eintracht Frankfurt Fußball AG, Sales & Marketing



A walkthrough helps to design the right solution

After some initial calls to discuss possible solutions, the EPOS team visited the offices in the ProfiCamp offices, the new Eintracht Frankfurt offices.

When investing in a new, complex solution as Eintracht planned to, the audio experts at EPOS always recommend a walkthrough in order to find the best solution for the space and to identify any issues that might affect sound quality.

To ensure high quality sound and to avoid issues such as “pops” and dropped calls, the density of audio devices in the office needs to be accounted for, as does any potential frequency interference from other electronics such as Wi-Fi routers and printers.

The open-plan design of the new Eintracht office meant that active noise cancelation (ANC) would be essential to cut down on background noise during calls. Even when not in a meeting, ANC supports concentration, which was also important for Eintracht’s hybrid work model.

Customer

Eintracht Frankfurt e.V.

Products

EPOS ADAPT headset variants
ADAPT 360, ADAPT 560
and ADAPT 660
EPOS IMPACT SDW 5066

Website

eintracht.de

Country

Germany

Industry

Sports Club

Number of Employees

300 permanent employees Eintracht Frankfurt AG + subsidiaries

Eintracht Frankfurt Fußball AG

“We tried and tested five different EPOS devices to find the best set up. We felt comfortable taking our time to decide, because we could count on a quick delivery.”



Scoring a hattrick of flexibility, comfort and control

“EPOS was a good support during the test phase,” Alexander Schur, Eintracht Frankfurt Fußball AG, Sales & Marketing. “We tried and tested five different EPOS devices to find the best set up. We felt comfortable taking our time to decide, because we could count on a quick delivery.”

Eintracht Frankfurt Fussball AG chose a mixture of DECT and Bluetooth® headsets, which will enable it to meet the special the special requirements of the various departments. This mix includes three Bluetooth® headset models from the EPOS ADAPT series, as well as the DECT headset IMPACT SDW 5066.

The ADAPT series provides the flexibility Eintracht Frankfurt’s dynamic team needs, on the go or working at the ProfiCamp offices.

Active noise cancellation supports clear communication during calls and meetings in any setting. The headsets also cancel out the “roar of the crowd” when focus is needed in open, dynamic environments.

The IMPACT SDW 5066, a wireless DECT office headset with base station, also provides an outstanding provides an outstanding audio solution. It offers clearer sound and does not interfere with neighboring WLAN devices. In addition, DECT protects voice calls with highly secure DECT authentication and encryption. It has a range of up to 55 m in typical office environments and up to 180 m with a line-of-sight, which further supports flexibility in the ProfiCamp.



EPOS ADAPT

When the world is your office, enjoy a line of versatile audio solutions that work your way. Ensure flawless business calls and boost your concentration with headsets that offer Hybrid Adaptive ANC and optimized music experiences while you work.

The ADAPT range includes the next generation 500 Series, which features a new low impact headband and softer earpads for comfort even during extended wearing. The smart and practical boom arm seamlessly integrates with the earcup and can be retracted when not on a call, making the ADAPT 500 headsets perfect for enjoying audio on the go.

The ADAPT 300 series, with ergonomic ear cushions for long-lasting comfort, ANC for busy office environments, features a sleek design with high-quality materials, finished in brilliant white or matte black.

The ADAPT 600 series offers maximum concentration and productivity - no matter where you are in the world: Crystal-clear call quality powered by EPOS AI™ for personal audio use, excellent stereo sound and adaptive Active Noise Cancelling.



Key Benefits & Features

Enjoy versatile usage

Work flexibly across situations and locations, with portable headsets including hassle-free device compatibility

Discover adaptable sound

Communicate flawlessly in any environment thanks to microphones that enhance speech and eliminate background noise

Experience enhanced concentration

Enhance your concentration with a headset that provides both Active Noise Cancellation and superior audio to keep you focused

Contemporary design

Ensure a sleek look and comfortable fit with contemporary, ergonomic designs developed to wear at work and on-the-go

