



Stylish headsets improve productivity for young social media company

Falcon.io is a young company that has seen rapid growth. As staff numbers increased, noise became a problem with employees sitting together in large open plan offices.

This proved especially challenging for the sales team who are on the phone almost constantly. Both Falcon.io employees and customers were complaining about the noise during calls, so an appropriate solution needed to be found.

Finding the perfect headset for open plan working

It was paramount for Falcon.io to find a headset with a superior noise cancellation (ANC) feature that would block out surrounding noise and work well in an open office environment.

The company made contact with Globe Systems, one of the biggest independent headset specialists in Denmark, who recommended a variety of headsets to test.

Several other factors were identified as essential such as sound quality; compatibility with IP telephony, softphones and mobiles; and comfort. These points were evaluated by Falcon.io during a two-week test period and as a result the Jabra Evolve 80 was chosen as it ticked all the boxes.

The active noise cancellation feature proved to be an instant hit with users, particularly the noisy sales team.

In addition, the sound quality from Jabra is of the highest level, surpassing the competition.

Maximum comfort for users

Another factor that stood out was how comfortable the Jabra headsets were. This was a real differentiator from the competition and important for Falcon.io's employees given the time they spend on the phone each day.

Company

Organisation: Falcon.io
Website: www.falcon.io
Country: Denmark



Profile

Falcon.io is a fast growing company with over 230 employees worldwide and offices in Copenhagen, New York, Berlin and Budapest. The organisation helps brands build outstanding customer relationships with a communication platform built on social media management tools for listening, engagement, publishing, and analytics.

Jabra Solution



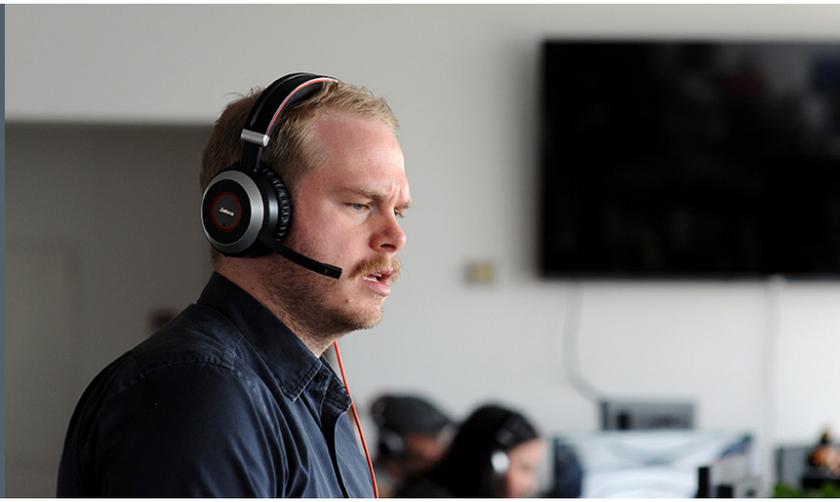
Jabra Evolve 80

“The Evolve 80 offers so many features yet it's still lighter than other headsets we tried. You can wear it for hours and it doesn't bother you. Other headsets didn't meet our expectations with regards to comfort and design.”

Berkant Kamilov, Manager - Nordic/Benelux, Falcon.io

“Before we used the Evolve 80, we would all use meeting rooms for calls, but then the company grew too large for us to book a room every time someone had an important call. Now we’re not afraid to take a call on the spot. Also, we sit a lot closer to each other and learn a lot more from each other this way.”

Ditte Olesen, Team Lead Customer Success, Falcon.io



Also, Falcon.io’s onboarding process for new employees takes several hours and can be difficult and tiring if people are not comfortable with the headsets they are wearing.

A modern and stylish design

For Falcon.io, it’s not just about comfort and sound quality. The team also likes the fact that the Jabra headset is so well designed and blends in well with their contemporary offices.

“Falcon.io is a young company with a young team. The stylish design of the Evolve 80 fits in with our image. I’m not embarrassed to go out and use the headset with my mobile on the train.”

Berkant Kamilov, Manager - Nordic/Benelux, Falcon.io

Better focus and productivity

Following the deployment of the headsets, the Falcon.io team now work more closely with each other. Before they had to move away when making a call or concentrating on a document. Now when a colleague starts a conversation they don’t have to move, which has increased productivity and improved focus.

The Falcon.io team also love the innovative ‘busy’ red light feature of the Evolve 80 that helps with concentration and visibly signals your availability whether you are on a call or in concentration mode.

“Being able to put the red light on to indicate you’re busy on a call is great. We talk to each other a lot and give feedback on the spot; now we know when we can go and interrupt a colleague.”

Ditte Olesen, Team Lead Customer Success, Falcon.io

Future growth for Falcon

As Falcon.io continues to grow, the Evolve 80 has been rolled out across the company in marketing, sales and customer engagement teams and is also used by account managers, customer success advisors, finance and support staff.

Every new employee gets an Evolve 80.

“The Evolve 80 was the best product for us - with the right support, service and product warranty taken care of. It’s been perfect for us here at Falcon.io.”

Berkant Kamilov, Manager - Nordic/Benelux, Falcon.io

Find the right Evolve headset for you:



Photography of Jabra Evolve products being used by Falcon.io employees

To discover more, please visit: [Jabra.com/evolve](https://www.jabra.com/evolve)