



Vtel delivers enhanced customer satisfaction in healthcare contact centers with Jabra Engage 75

Vcare is Vtel's flagship secure telephony environment - specifically designed for clients in the healthcare industry that require accuracy, privacy and reliability.

The right solutions for healthcare

More than half of all out-of-hours General Practice centers in the Netherlands and hundreds of other practices and healthcare centers entrust their telephone availability to Vcare. Today, more than 13 million Dutch people can count on highly reliable and secure communication with an out-of-hours GP center thanks to Vtel's high-security Vcare telephony platform. In fact, 85% of all citizens in the Netherlands making out-of-hours healthcare calls end up going through call centers using Vtel solutions.

Previously Vtel had been selling the Jabra Pro 9460 professional wireless headsets to these healthcare call centers, but was keen to find out more about the new Jabra Engage wireless headsets.

Jabra Engage 75 gives you more

After a detailed evaluation, Vtel was convinced that the Jabra Engage 75 offered enhanced functionality with pricing comparable to the legacy Pro 9460.

Vtel was so impressed with the innovative feature set that they are now in the process of upgrading Jabra Pro 9460 customers over to the new Engage 75 model.

"The Jabra Engage 75 wireless headset is leading the market."

Bjorn Lentelink, Manager Business Office at Vtel

Company

Organization: Vtel telecom
 Website: www.vtel.nl
 Country: The Netherlands

Profile

Vtel is a provider of telecommunications products and services to the professional market. Since its inception 25 years ago, the company has built a track record as a professional and reliable partner for organizations. Quality and continuity of phone connections are vital to their clients, often in a literal sense, as many are in the healthcare industry.

Vtel keeps its leading edge by delivering telecommunications solutions optimized to meet the specific communications needs of each client.

Jabra Solution



Jabra Engage 75 wireless headsets



“Unique selling points of the Jabra Engage 75 that are compelling to our customers are the ease of use and great voice quality with noise cancellation. Customers also like the flexibility of being able to easily use a second headset on the same base and the ability to connect multiple devices to the headset. Another nice touch is the possibility to add the logo of the customer to the Jabra Engage 75 base.”

Bjorn Lentelink, Manager Business Office at Vtel

Reducing support costs

The ease of use of new technology is particularly important to Vtel’s customers, who need users to stay focused on their patients’ healthcare issues.

“The Engage 75 is very intuitive to use, and is increasing our customers’ efficiency and productivity. It has also lowered our support costs, as since the introduction of Engage 75, we no longer get phone calls at evenings from users having problems with the device.”

Bjorn Lentelink, Manager Business Office at Vtel

Increasing sales

The healthcare sector is the fastest growing segment of the market for Vtel and Engage sales are gaining momentum.

“We tend to specialize in and focus on related products that are reliable and of high quality. Besides selling Engage 75 to our existing client base, we are also starting to sell it to completely new customers. Engage helps give us the edge in what is a very competitive healthcare market in the Netherlands.”

Bjorn Lentelink, Manager Business Office at Vtel

Building strong vendor partnerships

Vtel has a strong working relationship with their Jabra Authorised Distributor but also enjoys a close direct connection with Jabra.

“We are proud of having close relationships with strategic vendors. Our channel account manager at Jabra understands our problems and what we are trying to achieve. We have built a strong partnership that enables us to sell Jabra with confidence.”

Bjorn Lentelink, Manager Business Office at Vtel



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