

# Case Study

Weka Fachmedien  
Specialist Area

Munich, Germany

# The Challenge

The WEKA FACHMEDIEN employees were already using headsets, but were not yet convinced of the userfriendliness and voice quality.

# The Solution

Our IMPACT DW Pro 2 headset were acquired for the media consultants and editor who were familiar with the ITC business and its products. It was the very good audibility and the wearing comfort, as well as the reliability of the headsets that quickly won the employees over.

## Customer

WEKA Fachmedien

## Product

IMPACT DW Pro 2

## Website

[www.weka-faschmedien.de](http://www.weka-faschmedien.de)

## Country

Germany

## Sector

Publishing

## Profile

WEKA FACHMEDIEN GmbH is a leading provider of crossmedial brands for the professional electronics, automation, energy technology, electrical trade/ retail and ITC target markets.

Not only is being hands-free when on the phone important to the employees at WEKA FACHMEDIEN, but also optimal audibility. Editors and media consultants are frequent callers, therefore requiring headsets with a high level of comfort when wearing and optimal audibility for both the speaker and the listener.

It is not only media consultants who need support when making calls, but also the editors. When conducting telephone interviews, speaking and writing at the same time is imperative and this can only be guaranteed by using a headset. Speech intelligibility is essential when carrying out research or customer calls.

A wireless headset with high wearing comfort and DECT transmission technology is therefore the optimal solution for employees. Thanks to high-quality and an ultra noise-cancelling microphone, the IMPACT DW Pro 2 offers a natural listening experience for the speaker as well as for the listener. The IMPACT DW Pro 2 combines all these aspects and can furthermore be connected simultaneously to a desk phone and a softphone.

"The spoken word is still irreplaceable. The IMPACT DW Pro 2 headsets ensure that we are able to best understand our customers, and vice versa," said Matthäus Hose from WEKA FACHMEDIEN.

The use of the headsets also had an impact on the productivity of the employees, reports the publishing manager. This can be attributed to the optimal transfer of the spoken word thanks to the IMPACT DW Pro 2 headset.

"Our employees are in on-going conversations with customers and industry partners on a daily basis. Every single word is important. The headsets have an outstanding sound quality - in both directions."

In comparison with other headsets, the IMPACT DW Pro 2 scored highly, Hose states. The headset convinced him, especially in regard to design features, but also in terms of sound, material and comfort. There were no technical challenges during the implementation of the DECT headsets. Hose also emphasizes that the technical support provided was available without time limitations.



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**Matthäus Hose** Publishing Director Weka Fachmedien

## IMPACT DW Pro 2

The IMPACT DW Pro 2 is a wireless DECT, double-sided headset specially designed to meet the needs of all-day users and experienced professionals working in noisy environments. The IMPACT DW Pro 2 is created with the user in focus and all features are intuitively designed to fit seamlessly into your daily workflow. Built-in call handling makes it simple to answer/end, mute or control volume while moving around the office, while features such as left/right wearing and name plate make it easy to personalize your headset. By delivering a warm and more natural sound, powered by EPOS Sound™ allows you to catch the tone of your callers' voices. Now you can avoid misunderstandings - even in the noisiest of environments.



# EPOS

THE POWER OF AUDIO