CUSTOMER
A well-known Consumer Electronics

INDUSTRY
Electronics Manufacturing

CHALLENGES
- Outdated and obsolete communications systems and lack of modern telephony features.
- Absence of centralized management dramatically increased infrastructure and support cost.

SOLUTION
- A complete and cutting-edge communication technology that meets modern communication needs offering best investment protection.
- Backed by professional SLA covering implementation, training and after sales support ensuring “close to zero” downtime and phenomenal cost reduction by means of centralized management.

RESULTS
- Greater mobility with simplified technology connecting high-end assembly workplace and the employees on the move.
- Minimize investment incurred from communications and operational costs
- Advanced telephony features, increasing responsiveness and security.

The company is a leader in diagnostic imaging, image-guided therapy, patient monitoring and health informatics, as well as in consumer health and home care.

CHALLENGE
The company had installed communication system at their corporate office, their voice infrastructure was outdated and needed to upgrade their old system, disparate nationwide voice offerings. Nothing was linked or converged, creating a sea of separate systems, high on communication costs for IT and telephony. Old systems were unstable without software integration, lack of advanced features and most importantly without maintenance contract being at the end of support/life. All communications were problematic without centralized management view and there was a danger of entire communication breakdown.
SOLUTIONS PROPOSED

SOLUTION OFFERED
- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Media Gateways at Remote locations with survivability
- IP Desktop Softphone to address user’s mobility
- Entry Level IP Desk Phones Delivering Outstanding Communication Experience to users
- Leveraging existing CISCO SIP Enabled Desk Phones, thus protecting investment
- OmniVista 8770 NMS offering centralized management

CUSTOMER BENEFIT
The client is now equipped with complete converged, fully integrated, reliable and robust solution offering high availability with optimum ease of installation configuration and use.

- Mobility of users is now possible and allows them to be more active as they roam the site and between sites, bringing access to new applications and services, making the users more productive, reachable with secure and high performance solution allowing the customer to focus on business enhancement and strategic innovation.
- Solution offered is modular and flexible supported by professional SLA ensuring minimum investment to start with and investment protection over many years.