

GlobeAir gets off to a good start with innovaphone

Exclusive, efficient, excellent: the Austrian airline GlobeAir is setting new standards above the clouds. With its excellent crew and choice aircraft, the company provides business flights without time-consuming journeys to airports and waiting times in the business lounges. Ten of the quietest jets start and land for GlobeAir from 1500 airports in Europe. State-of-the-art software is not only being used in the cockpits, ground staff is also using state-of-the-art communication technology, namely the innovaphone PBX.



The company headquarters of GlobeAir, based in the Austrian town of Hoersching, had been using a reliable Siemens telephone system. However, the requirement profile changed as a new 24/7 hotline was launched: The new telephone system should make it possible to forward all incoming calls between 10pm and 7am to mobile terminals. Bernhard Fragner, CEO of GlobeAir and company founder, comments: "We place utmost priority on providing an extensive service for our discerning clients. This includes a hotline providing support around the clock. During the hours when headquarters is not manned, the incoming calls should be forwarded to the first mobile device, after time-out the call should be transferred to the second and if necessary to other mobile phones, mostly iPhones. A personal contact person should be available for our clients at all times."

The Austrian system house ACP IT Solutions GmbH, which looks after GlobeAir's IT infrastructure, worked closely with GlobeAir to search the PBX market for a suitable solution. The de-

cision was made in favour of an innovaphone PBX because it not only met all requirements concerning integration of mobile terminals, but also had a sophisticated location concept. In addition to the company headquarters in Hoersching, other GlobeAir company offices in London, Lugano as well as Verona and Siena should be integrated into the telephone infrastructure.

Carefully planning, fast installation

Prior to the installation, ACP drew up a technical specification which clearly stated the central requirements, including the following:

- :: Mobility function for the 24/7 hotline
- :: At least 18 simultaneous calls should be possible
- :: Music-on-hold
- :: Various announcements for each country (German, English, Italian and French)
- :: Call numbering groups for the individual departments.

Once an IP6000 had been set up at the company headquarters, the company locations abroad were integrated using IP240 devices. Employees in England, Italy and Switzerland dial into the system using the PPTP client. Simon Rudlstorfer, Technical Engineer at ACP and project manager, confirms this was a cost-efficient measure: "This enables them to dial out and be reached over the Austrian number. Calling costs are thus very low whilst convenience is high. All employees have access to the central telephone directory."

The telephone system is switched to the hotline system outside of office hours. The new PBX is very simple to manage and this work is undertaken by the secretaries once the responsible board has decided which employee has on-call duty and should



Bernhard Fragner, CEO and company founder of GlobeAir

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be available for the telephone hotline. Two extensions are registered to the PBX for the mobility function, one for the fixed line telephone and one for the mobile device. All subscribers are integrated in the company network over a central, three-digit call numbering plan.

The installation of the entire infrastructure from decision making to completion took just eight weeks.

Summary and future plans

When asked what the employees think about the new solution, Bernhard Fragner answers: "Everything went so quickly and employees had absolutely no difficulties getting used to the new system. We all really appreciate the fact that every subscriber is available under the same number, no matter whether in-house or in external offices. Everything is perfect – we are very happy with the innovaphone solution."

In future, the company intends to integrate more locations into the headquarter system in line with the same concept. Furthermore, GlobeAir is looking to upgrade the system to innovaphone V9, enabling a wide array of new applications to be used.

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