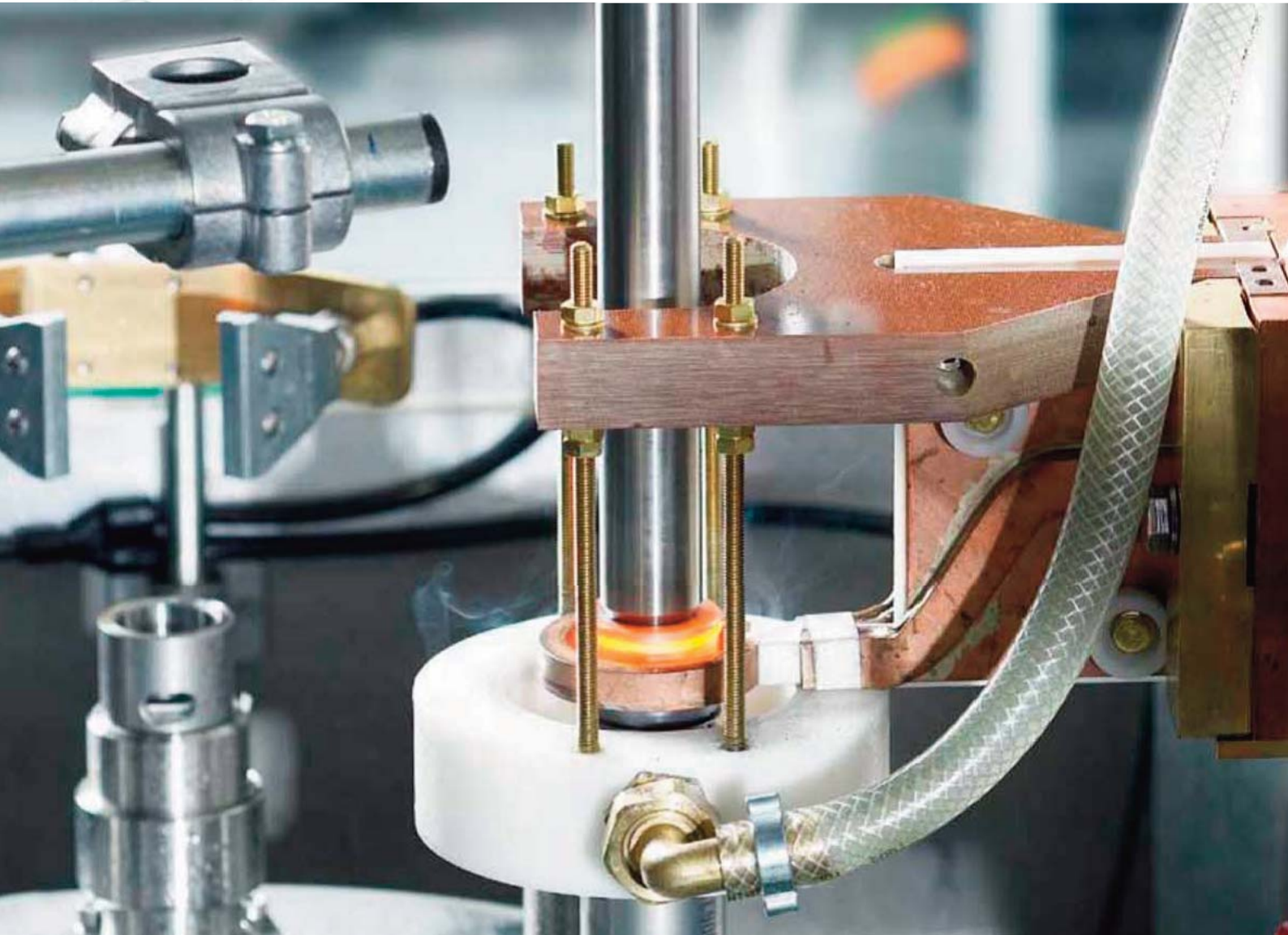




innovaphone

PURE IP-COMMUNICATIONS



Case study

Saving money with the innovaphone system

Multi-national company EFD Induction needed a state-of-the-art communication infrastructure, enabling the easy integration of numerous branch offices worldwide.



Installing innovaphone solutions in different countries at the same time, required a lot of excellent planning and coordination activity

EFD Induction is Europe's largest supplier of industrial induction solutions. Located in 18 countries worldwide with manufacturing plants, workshops and service centres in America, Asia and Europe, EFD Group has about 900 employees. The German and the Norwegian branch offices – the two countries where EFD Induction have their roots - are the biggest sites. It was here as well as in France that the long-time communication infrastructure was first replaced by state-of-the-art technology from German manufacturer innovaphone. In the long run, the complete enterprise infrastructure will be modernized and provided with the innovaphone system.

The user

- international supplier of industrial induction solutions
- 16 group companies located in 18 countries worldwide
- about 900 employees

For more than 15 years, the EFD Induction corporate headquarters in Skien, Norway, were using an Alcatel 4400 for communication purposes. It had become increasingly difficult to find replacements for defective components and so the unit had to be modernised. In the sister companies in Germany and France, the situation was the same. A market study was conducted based on traditional telecom suppliers as well as on software solutions like Cisco and MS-Lync. After all other alternatives – there were still 4 other solutions left - had been eliminated, the final decision to be taken was one between Alcatel and innovaphone. The key criteria were: best possible value for money and importance of local knowledge in each of the countries where EFD have a branch office. "EFD is a multi-national company and so the final goal was to integrate all 16 group companies into the same system", says Tore Kvaale, Dep. Manager Engineering and IT at EFD

Norway. EFD has sites in Sweden, UK, Spain, Italy, Russia, Brazil, Austria, France, Romania, USA, China, Japan and India. Kvaale continues: "To be honest, innovaphone did not achieve the highest score in this respect, but the simplicity of the installation minimises the need for local consultants. Furthermore, the configuration can be carried out remotely which was another point in favour of innovaphone." And there was still another point which qualified the innovaphone system best: "Saving money for intra-group communication is essential. With innovaphone, the investment for our small branch offices is relatively low."



EFD Factory Hall



Installing the innovaphone solutions in different countries at the same time, required a lot of excellent planning and coordination activity. On the innovaphone side this project was supervised by Kent Jensen, Area Sales Manager Nordic Region, and Brice Canivet, Area Sales Manager France. Kent Jensen explains: "This project involved the EFD headquarters and EFD subsidiaries in different countries, speaking different languages. Furthermore, we had to deal with different partners in each country – the respective innovaphone Resellers and Distributors. And to top it all, the requirements in regard to the new solution were also different, meaning that the project demanded a lot of close cooperation amongst all parties."

The challenge

- high planning and coordination activity demanded
- different requirements in the various branch offices
- integration of the existing DECT-system

Smooth installation, minor technical challenges

The first countries to install the innovaphone system were Norway, Germany and France. Therefore, an innovaphone IP3010 VoIP gateway was delivered to Skien, Freiburg and Grenoble respectively, serving as master PBXs. The installation time differed only slightly in the various countries: in Norway, it took about 6 man days to set up the innovaphone solution, in Germany, the preparation work (including the network) took 4 man days, the installation 5 man days and the final configuration another 5 man days. In France, two technicians needed 3 days to install the solution (6 man days). Here, some minor problems occurred which had to do with the new DECT system that was not known to the distributor who installed the solution. However, these problems could be solved without any serious loss of time.

Now, work stations are equipped according to the individual requirements: sales people often use the innovaphone Unified Communications client myPBX which is available with the innovaphone PBX. It is often combined with a software phone and headset when out of office. In the office,

most employees use an innovaphone IP222 with or without a headset. The IP222 is a design telephone with ground-breaking technological details. It belongs to the innovaphone product family that won the popular "red dot award: product design".


Benefits of the new system and general outlook

"Especially the IP222 are quite popular with the employees, they work very well", declares Tore Kvaale. "Voice quality is very good. In the beginning, using the menu on the phone was a bit tricky but using the myPBX to control the phones is very popular". The desktop phones IP110 were the only fly in the ointment: some of them had to be replaced due to electrical contact problems. In Germany, the response to the innovaphone equipment was positive as well: "In the beginning, there were some complaints about the sound which was >>too clear<< or >>too good<< - but now almost everybody is happy with the sound quality. And literally everybody is very happy with myPBX", says Jürgen Hoffmann, IT Systems Administration, EFD Germany. Regarding time and effort for administration and maintenance, all three locations draw the same conclusion: "Much



EFD - a comprehensive range of induction heating products





easier than the old one, we can do most of the work by ourselves”, says Jürgen Hoffmann. And his French colleague, Giuseppe Battisti, the responsible IT Manager in France, adds: “The administration is not too difficult for basic operations such as adding users and phones, creating mailboxes etc.” Guiseppe Battisti closes by commenting that “even with some problems, we can say that the core system is working. Users are o.k. with the new solution. There is still some work to do but I’m very confident that we will be successful and will obtain a good level of service finally.” He smiles. “Rome was not built in one day”.

The solution

- innovaphone PBXs based on IP3010, IP222 and IP110 telephones
- Unified Communication Client myPBX with UC-applications and software phones at some workplaces
- Easy administration and maintenance

All of them agree on the economic outcome of the new solution: “All internal calls between EFD Norway, EFD Germany and EFD France are now free of charge which was one of the calculated benefits and which is very good. We are waiting for a “least cost routing” functionality. This will let us save even more money”, says Tore Kvaale. As far as the technical expectations regarding the new system are concerned, Jürgen Hoffmann states: “Our technical expectations have been fulfilled in 110 per cent. Everything works even better than expected.”

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