

innovaphone Case Study

GH intérim Sàrl is Modernizing its Corporate Communications Infrastructure with innovaphone's Cloud-Based IP Telephony and UC Solution



GH intérim Sàrl

GH intérim Sàrl was founded in Luxembourg by two experts in the field of personnel development. The company's multilingual employees support candidates and clients from the construction, industrial and service sectors.

By deciding in favor of innovaphone's powerful, secure and scalable state-of-the-art solution, GH intérim is also preparing itself for the shutdown of ISDN in Luxembourg which will take place in a few years.



With the innovaphone IP telephone system, we have implemented an ultramodern Unified Communications solution and are well prepared for the phase-out of ISDN in a few years' time. We will benefit from the economic advantages of the system as well as improved usability, faster workflows and a state-of-the-art solution!

Gauthier Remacle
Managing director of GH intérim



A Powerful and Secure Communications Solution for Further Growth

Hervé Etienne and Gauthier Remacle have been working as specialists in the field of personnel development for more than 20 years. Their company, GH intérim, works with candidates from Germany, Belgium, France and Luxembourg and has been growing steadily in recent years. The solid business performance as well as the establishment of a new branch in Luxembourg City were taken as an occasion to modernize the corporate communications infrastructure. Hervé Etienne explains this step: “Our business has been growing considerably in the last few years and so has the volume of communications. By opening our second agency, it became necessary to optimize our customer service infrastructure. In addition, we had to tackle the topic of security, as we are working with sensitive customer information. We were looking for a communications system that is both powerful and secure.”

Cost Reduction Thanks to VoIP and Unified Communications in the Cloud

GH intérim took the decision to implement a cloud-based innovaphone PBX that integrates all Unified Communications applications and meets high security requirements thanks to the innovaphone Reverse Proxy. This security mechanism, which has been exclusively developed by innovaphone, serves as the central control entity for all communication arriving via the Internet, swiftly detecting and helping to withstand attacks. The installation of the new infrastructure took less than one day per location and went very smoothly. There was a slight challenge of migrating ISDN lines to SIP without disrupting workflows and the availability of the employees.

“Thanks to innovaphone’s smooth migration concept, we were able to gradually convert to VoIP, without any losses or disruptions. Cloud hosting has enabled us to outsource the management and maintenance of the communications system to our SIP operator, who ensures that the system is continuously updated. This is more cost-efficient than purchasing an entirely new telephone system, which our employees would also have had to be trained on. Costs are well under control thanks to the annual rental structure, and all calls between our branches are free of charge,” explains Hervé Etienne.

At the two locations in Wiltz and Luxembourg City, one virtual innovaphone PBX and ten innovaphone IP222 design telephones with color screens and user-definable function keys were installed. The innovaphone Unified

The Customer - GH intérim Sàrl

- Luxembourg-based agency
- Specialist in the field of personnel development



innovaphone IP222 VoIP Phone

The Challenge

- Migrating ISDN lines to SIP without disrupting the workflows and availability of the employees
- Establish secure corporate communications
- Modernize the existing infrastructure
- Reduce costs

Communications software was implemented on a Windows TS Server and several smartphones in order to improve the mobility of the consultants.

The Staff Members Are Very Pleased

Staff members benefit from the wide range of Unified Communications applications and are particularly pleased with the Presence information feature, the individualized Favorites list as well as the personalized Voicemail message, which accelerate the forwarding of calls to the right contact person.

Hot desking allows the consultants to log onto any telephone using their own password: "Our staff members are very pleased. They immediately started using the innovaphone Client myPBX after it was installed. Moreover, they are now able to access all of their contacts in the enterprise PBX on the go, configure their own call diversions and access various Unified Communications applications. The new system offers a Mobility solution they did not have before," Gauthier Remacle confirms. Staff members at GH intérim are now also in a position to enjoy all of the benefits of VoIP and UC on their mobile phones: from traditional IP telephony to video chat, audio and video conferences, presence, instant messaging, collaboration and much more.

A Highly Positive Result

"With the innovaphone IP telephone system, we have implemented an ultra-modern Unified Communications solution and are well prepared for the phase-out of ISDN in a few years' time. We will benefit from the economic advantages of the system as well as improved usability, faster workflows and a state-of-the-art solution," Gauthier Remacle summarizes. "This is a highly powerful system."

The Solution

- Smooth migration to VoIP during ongoing operations
- innovaphone PBX in the Cloud
- innovaphone IP222 VoIP phone
- innovaphone myPBX Unified Communications Client
- innovaphone Reverse Proxy security mechanism

Benefits for the Customer:

- Sustainable technology, preparation for the phase-out of ISDN by changing to VoIP
- Cost control through outsourcing of administration and maintenance
- Free calls within the company
- More personal and more efficient customer service with Unified Communications applications

At a Glance



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innovaphone AG

Umberto-Nobile-Str. 15 | 71063 Sindelfingen | Germany
T +49 7031 73009-0 | F +49 7031 73009-9
info@innovaphone.com | www.innovaphone.com

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