



innovaphone Case Study

Company Communication to the Cloud - with the Modern innovaphone myApps Cloud Communication Solution



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IT department at DYNAMIC ABUTMENT® SOLUTIONS

DYNAMIC ABUTMENT® SOLUTIONS is a leading company in angulated solutions for manufacturing dental prostheses, offering dentists components that solve unfavorable position problems of dental implants and improve the esthetics and functionality of the prosthesis. From the company's headquarters in Lleida, the R&D department designs and creates new products and patents with its own technology, which are distributed in more than 50 countries and which allow dental prostheses to be manufactured in a digital environment (Cad-Cam).

New IP telephony solution with advanced communication functionalities: the perfect technological base for hybrid work meetings

The reason why DYNAMIC ABUTMENT® SOLUTIONS decided to look for a new, technologically leading solution was the fact that the company's switchboard was analog and did not have the necessary modern communication applications to enable the employees to work from home. The goal was for employees to be able to communicate and work just as conveniently whether they are in or out

of the office. “Furthermore, the new solution had to offer the possibility to migrate communication to the cloud, thus improving the flexibility and individuality of the solution, which we wanted to use on a pay-as-you-go basis (OPEX). The innovaphone myApps cloud solution ticked every single box in the spec requirements catalog that we had set up for the new telephony solution,” explained the IT department at DYNAMIC ABUTMENT® SOLUTIONS.

The myApps solution optimized the traditional communication functions (call recording, call waiting, call forwarding, etc.) while modern functionalities (video conferencing, presence integration, application sharing, etc.), were additionally made available on all employee devices. At the same time, the myApps cloud solution allows the various departments to be equipped according to their needs inline with their specific technological requirements. For example, the sales department uses the reporting application with specific call reports. Cloud by innovaphone Easy Administration and ideal Solution for Remote Working.



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Integrated security mechanisms in line with the company’s cybersecurity infrastructure.

In order to ensure that the effort of migrating to the cloud was not in vain, an initial step was taken to evaluate all aspects of IT and cybersecurity when integrating all devices into the communication infrastructure (from desktop computers to tablets, smartphones etc). To this end, the innovaphone PBX has numerous state-of-the-art security mechanisms (reverse proxy, session border controller, brute-force protection) which are integrated as standard and which provide utmost protection against various attacks.

Once the initial evaluation phase had taken place, the new solution was installed and commissioned in just 5 days. The certified innovaphone partner PBX Comunicacions 2011 supported DYNAMIC ABUTMENT® SOLUTIONS throughout the evaluation and installation process of the new solution.

The company’s IT department underlined, “In terms of both maintenance and costs, the new solution brings significant benefits. In terms of maintenance, the solution is much more flexible and faster - it is very simple to access the cloud-hosted solution and changes can be made in a flash without the user having to open interfaces related to system security. On the cost side, the combination of the innovaphone PBX with a flat rate tariff means we have significant cost savings compared to the previous solution.”