

innovaphone Case Study

Home Office by innovaphone

innovaphone

communicate. connect. collaborate.



"Overnight, more than 90% of our staff members began working from home - and everything is running smoothly! Just like that, a totally smooth process, thanks to Home Office by innovaphone!"

Michael Heinrich, Head of IT Infrastructure,
RZH Rechenzentrum Hartmann

RZH Rechenzentrum Hartmann (RZH Data Center Hartmann)

For over 50 years, the company RZH has been serving a high number of medium-sized customers with a focus on personnel and time management across Germany. The family-owned company, which is based in Mönchengladbach and has approximately 60 employees, manages customer data exclusively in its own computer center, thus guaranteeing maximum security. By using the innovaphone PBX, RZH has already been relying on quality made in Germany for its company communication system for many years. The innovaphone work and communications environment for employees working from home was set up within a very short time.

"Smooth migration" is the path which RZH has embarked upon in terms of communication: the innovaphone PBX VoIP telephone system originally ran on an innovaphone IP3000 VoIP gateway. The HR outsourcing service provider switched to a Deutsche Telekom SIP trunk when it relocated to a new company building and, most recently, the company infrastructure was virtualized and now runs

in a Hyper-V environment. This was precisely the situation we had when the Corona crisis made it necessary to perform a further conversion:

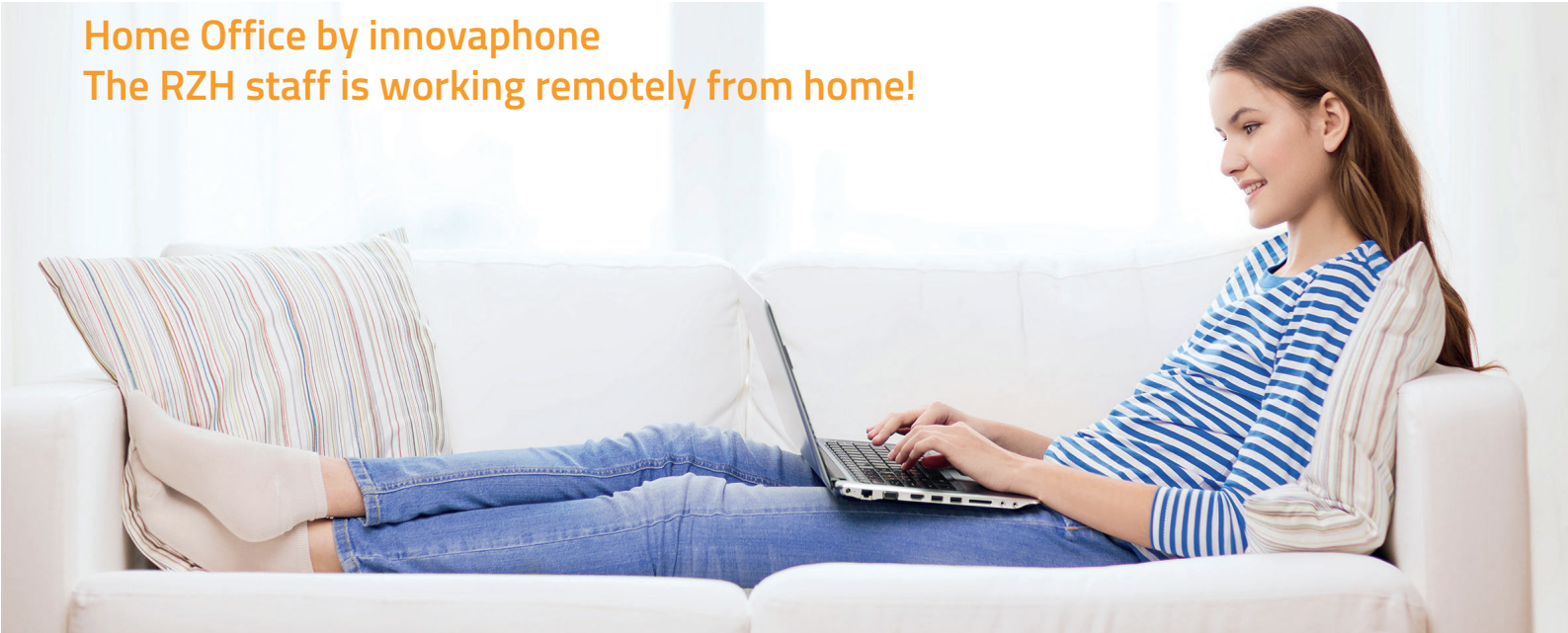
From one day to the next, the majority of employees had to start working from home. "In these strange times, we decided to update the innovative innovaphone technology, which has been tried and tested since 2001, by ourselves and thus to transfer the added value to the home office," said Michael Heinrich, Head of IT Infrastructure, RZH.



Michael Heinrich,
Head of IT Infrastructure RZH



Home Office by innovaphone The RZH staff is working remotely from home!



"We now have the innovaphone IPVA - and everyone is really happy! More than 90% of us are working from home, some with IP240 phones, some with software phones and myPBX. The switchover timing could not have been better!"

Michael Heinrich, Head of IT Infrastructure,
RZH Rechenzentrum Hartmann

The Home Office by innovaphone Solution at RZH Rechenzentrum Hartmann

What does the work environment in the employees' home office look like? How satisfied are the employees with the new situation?

Staff working from home are using notebooks and innovaphone IP240 phones. They can also be reached at home via their personal extension number. The entire work and communications solution was installed by the in-house IT department and did not require any external support. The responsible IT manager, Michael Heinrich, spoke about the smooth relocation of the workstations to employee home offices: "We now have the innovaphone IPVA - and everyone is really happy! More than 90% of us are working from home, some with IP240 phones, some with software phones and myPBX. The switchover timing could not have been better!"

In light of the positive experience with the innovaphone UC Client myPBX, the next step is already being considered, namely converting the entire communication

infrastructure to innovaphone myApps. Michael Heinrich commented: "V13 with the innovaphone Anywhere Workplace, Video and Cloud is interesting. When the stress eases off, we will upgrade everything else to innovaphone myApps!"

