



innovaphone Case Study IP Telephony by innovaphone



"Because the product convinced us, also due to its great development potential. What's more: With innovaphone we had found a manufacturer that took us seriously and that spoke with us – the customer – on an equal footing!"

Marcel Jauch, Head of ICT, SISAG AG

SISAG AG, which is based in Altdorf in the Swiss canton of Uri with a further branch in Monthey in western Switzerland, is one of the leading Swiss suppliers of electrical control and information systems. They are used, for example, in cable cars, tunnel automation, road traffic or in transport systems for people in leisure and amusement parks and are characterized by their safety, reliability and environmental sustainability. The outdated telephone system at the headquarters has now been replaced by a new, future-oriented communication infrastructure from innovaphone.

Innovative product developments - keyword "Industry 4.0" - characterize SISAG's portfolio. More than 650 customers now use control and automation systems from the Swiss supplier. The external look of the newly constructed SisCampus in Altdorf also reflects the process control specialist's high technological ingenuity. The search for a new communication solution was therefore not primarily about finding a replacement for the outdated telecommunications system. It was about ensuring the entire corporate communication was both innovative and future-proof by introducing a state-of-the-art solution. The most import-

ant requirements were listed in the system specification sheet:

- To replace the traditional telephony with VoIP, but without losing the features;
- To ensure multi-client capability;
- To provide a soft-phone solution with headsets at the telephony workstations;
- To integrate Android and iOS end devices via app;
- To integrate CTI and Outlook.



Production Hall SISAG AG



IP Telephony by innovaphone SISAG AG Uses Softphone via myApps



"By cooperating closely with our integrator and innovaphone we were able to convert to IP telephony in a very short space of time."

Marcel Jauch, Head of ICT, SISAG AG

The decision in favor of innovaphone was ultimately made "because the product convinced us, also due to its great development potential. What's more: With innovaphone we had found a manufacturer that took us seriously and that spoke with us – the customer – on an equal footing. In addition, the ICT team at axelion AG provided and continues to provide competent expertise; the cooperation is excellent," confirms Marcel Jauch, Head of ICT, SISAG AG.

SISAG AG now uses the innovaphone myApps work and communication platform. Telephony is handled via the softphone App with Jabra headsets. The integration of mobile devices, video conferencing, application sharing and access to the directory is also implemented via corresponding innovaphone apps. By migrating to Voice-over-IP, there is no cost involved for calls between company sites and between home office workstations and the head office.

