

ESTEVE

Improvement of unified communications for the entire pharmaceutical group

Client



Used services

- Unified Communications

Technology

Skype for Business On Premises, Call Server, Alcatel, Lucent Premises, DECT Telephony , SBC, Ascom - Critical Communications

The project

In 2017, Esteve had an Alcatel - Lucent Omnipcx Enterprise communication platform which provided telephone services to 1,600 users in different locations of the group. They also had a critical communications solution of Ascom which provided wireless telephones in EX zones and handled alarm management through the Unite server, both implemented by Izertis. Esteve decided to implement in their offices Skype for Business on Premise as a unified communications software for the entire group and believed they could get more phone facilities with Skype.

Challenges



To implement Skype for Business on Premise.



To unify communications.



To optimize business communications



The solution

Our proposal was to join Skype for Business on Premise with the existing platforms to have a mixed architecture Alcatel - Lucent - Ascom - Skype, integrating the maximum telephone functions that allowed the communication of internal users of the Alcatel - Lucent with Skype and vice versa, as well as using Skype as a unified communications user with Spftphone . After finishing the first phase of the project, Esteve decided to face a second phase with the goal of migrating all users of the Alcatel - Lucent of central offices to Skype for Business users.

The result

Thanks to this implementation, Esteve has been able to optimize their communications resources by bringing more flexibility, an integration richer in functionalities and an user implementation much more agile.

Now, we are designing a third phase of the project to migrate all users and group lines of the Alcatel - Lucent Enterprise communications to Skype for Business while retaining the Alcatel - Lucent Enterprise communications server to provide advanced telephone facilities for Skype, but with an inferior infrastructure and maintaining the Ascom solution for wireless telephony and alarm management in the EX Zones.