

Deutscher Sparkassenverlag

Modern platform creates seamless internal and external communications for employees and customers

“Thanks to the smooth cooperation with our partners ALE and COM plan + service, we were able to achieve our project goals on schedule. The easy handling of the communication solution makes it easier for our employees to exchange information with customers and colleagues.”

Jörg Fietze, ICT Administration, Deutscher Sparkassenverlag

Deutscher Sparkassenverlag (DSV) provides the savings banks, associations and companies of the DSV financial group with media content, electronic forms, consulting systems, technical equipment and bank cards. It also delivers IT services, payment transaction solutions, Internet offerings and agency services. In order to support internal and external cooperation in these diverse tasks, DSV decided to implement a future-proof communication platform.

CHALLENGES

The new communication solution had to integrate into the DSV data world and adequately meet the company’s comprehensive communication requirements, especially those of its mobile employees. Great importance was attached to ensuring that the roll-out of the new system would not impair DSV’s ongoing operations. An experienced implementation partner was also to be found who would be able to deliver, configure and fully support the complex platform.

ACTION

COM plan + service is a long-standing Premium Partner of Alcatel-Lucent Enterprise. Together with ALE, they implemented a holistic approach at Deutscher Sparkassenverlag that integrates ALE’s voice communication and unified communications applications with the virtualization platform of VMware and its call centre solution “robot5 Agent Line Office”. Connectivity to the provider’s All-IP service is established via the Alcatel-Lucent OpenTouch® Session Border Controller.

PRODUCTS AND SERVICES

[Alcatel-Lucent OmniPCX® Enterprise](#)
[Alcatel-Lucent 80xx Smart DeskPhones](#)
[Alcatel-Lucent 8118/8128 WLAN Handsets](#)
[Alcatel-Lucent OpenTouch® Unified Communications](#)
[Alcatel-Lucent OpenTouch® Session Border Controller](#)
[Alcatel-Lucent OmniVista® 8770 Network Management System](#)

RESULTS

Technical Benefits

- Integrated multimedia communication platform provides convenient access to mobile employees
- State-of-the-art voice communication at any location and on any device
- Unified system management for office telephony and mobile communication devices
- High-availability, multi-tenant ESXi virtualization platform

Financial Benefits

- Investment protection through a future-proof platform that is scalable as required
- Extension available to add users from other companies of the DSV group
- Competent system integrator of the entire solution. No friction losses through involvement of multiple partners

User Experience Benefits

- Employees have remote access to telephony functions and the corporate directory
- Alcatel-Lucent OpenTouch connects telephony with standard unified communications applications as required

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CUSTOMER STORY

MARKET: FINANCE & INSURANCE

DEAL IMPLEMENTED: 2019

COUNTRY: GERMANY

NUMBER OF USERS: 2,000

COMPANY:

DEUTSCHER SPARKASSENVERLAG