

# DILO Armaturen und Anlagen GmbH

Gas handling specialist optimizes accessibility and user experience with modern infrastructure

“The very good experience I had with provoicecom in the past has been confirmed once again. Their advice was excellent and the whole project went quickly and smoothly. They did not sell us anything unnecessary, but supported us exactly where we needed it. That is not to be taken for granted!”

Peter Haag  
IT-Leiter, DILO

Gas handling specialist DILO Armaturen und Anlagen GmbH has stood for the professional processing, mixing and handling of quenching and insulating gases for more than 70 years. The company develops complete solutions for emission-free gas management.

## CHALLENGES

When their previous ICT partner discontinued its business telephony division, DILO took advantage of the necessary change of provider to completely modernize communications at its headquarters in Babenhausen, Bavaria. The old telephone system with 250 extensions was replaced by a scalable, future-proof system with area-wide IP telephony that optimizes DECT and WLAN coverage and telephone accessibility via smartphones and cordless phones on the company premises.

## ACTION

Alcatel-Lucent Enterprise was chosen as the new technology provider. provoicecom, who was commissioned to implement the solution, developed a hybrid concept based on the Alcatel-Lucent OmniPCX® Enterprise Communication Server. The new solution offers significant improvements in internal and external communication: regardless of their location, employees can always be reached using their extension number, and DILO customers can dial their contact person directly, using an automated hotline function. DILO's existing CTI software has been integrated, saving time and cost. Following a Wi-Fi site survey, additional WLAN and DECT transmitters were implemented, increasing coverage on the company premises to almost 100%. Transition to the new system was seamless, causing no interruption in availability.

## PRODUCTS AND SOLUTIONS

[Alcatel-Lucent OmniPCX Enterprise Communication Server](#)  
[Alcatel-Lucent OmniAccess® Stellar Access Points](#)  
[Alcatel-Lucent OmniVista® 8770 Network Management System](#)  
[Alcatel-Lucent 8254 DECT Phones](#)  
[Alcatel-Lucent ALE-400 Smart DeskPhones](#)  
[Alcatel-Lucent 4059 Attendant Console](#)



## RESULTS

### Technical Benefits

- Modern communication solution that covers all DILO requirements
- Comprehensive IP telephony with optimized DECT and WLAN coverage
- Introduction of an automated hotline
- Compatibility with existing CTI solution

### Financial Benefits

- Telephony, WLAN and DECT infrastructure upgraded in one time-saving project
- Cost-effective integration of existing components
- Investment protection and future-proofing through infrastructure flexibility and scalability
- Flexible maintenance contract to support internal IT team

### User Experience Benefits

- Powerful interactive hotline improves customer experience
- Employees can be reached at their extension number with IP telephony – in the office, at home, at customer appointments and on the road
- Back office and production staff can be reliably reached anywhere on the premises using WLAN or DECT telephony

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## Customer Story

MARKET: **ENERGY & UTILITIES**

DEAL IMPLEMENTED: **2023**

COUNTRY: **GERMANY**

NUMBER OF USERS: **250**

COMPANY:

**DILO Armaturen und Anlagen GmbH**

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