



A CLOUD-BASED SOLUTION TO SIMPLIFY A COMPLEX NETWORK INFRASTRUCTURE

EWE GROUP

EWE Group brings together three key sectors: energy, telecommunications and information technology. The German group is composed of 30 companies, 270 sites and 9100 employees.

EWE is the 5th largest energy supplier in Germany, with 3 Million electricity and natural gas customers.

CHALLENGES

The EWE Group wanted a solution to the technical difficulties and phone outages caused by its aging and complex network infrastructure. It was also looking to generate important cost savings.

The 250 Private Branch Exchanges (PBX) in service, few of which were IP based, came from different vendors and presented interoperability problems. Finding staff with the know-how to manage the many systems had become expensive and difficult.

As an energy company, EWE needed to support its teams in remote locations. It was critical that the solution offer high availability, ensure business continuity and connect to analog radio stations.

PRODUCTS AND SERVICES

- Alcatel-Lucent OpenTouch® Enterprise Cloud
- Alcatel-Lucent 8068 Premium DeskPhone
- Alcatel-Lucent 8242 DECT Handset

WHAT MADE THE DIFFERENCE?

EWE Tel was the natural choice for business partner as it is a subsidiary of EWE Group.

EWE Tel selected Alcatel-Lucent Enterprise for its flexible cloud-based solution that would enable EWE Group to achieve its technical and financial objectives. It also appreciated the risk sharing included in Alcatel-Lucent Enterprise’s scalable “pay-as-you-grow” model.

Location: GERMANY

Vertical: Energy & Utilities

Number of users: 15,000

Deal implementation: August 2015

Business partner: EWE Tel



BENEFITS



TECHNICAL

EWE Group now leases its network services from EWE Tel and is no longer burdened by network management and maintenance.

Phone outages are a thing of the past thanks to the redundant telecommunications network.



FINANCIAL

The consumption based model means that EWE Group only pays for what it uses.

Important savings have been achieved thanks to substantially lower operation, installation and maintenance costs.

ROI will be achieved in under 4 years.



USER EXPERIENCE

Employees in remote regions are constantly connected to the network via their analog radios.

The new infrastructure promotes mobility and enables users to connect with multiple mobile devices.



“The virtualized telephone equipment offers us the highest degree of flexibility and full cost control at the same time.”

Ludwig Kohnen, Managing Director EWE VERTRIEB and EWE TEL