CUSTOMER REFERENCES

Compilation of success stories for the manufacturing sector

August 2018

Featuring our latest success stories from all over the world
Discover our Success Stories by Region

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Discover our Success Stories by Solution

NETWORK INFRASTRUCTURE

- VKF Renzel
  VKF Renzel, GERMANY

COMMUNICATIONS

- PartyLite Candles
  PartyLite Candles, GERMANY

- Trevelyan’s Pack & Cool Ltd.
  Trevelyan’s Pack & Cool Ltd., NEW ZEALAND

- Votorantim
  Votorantim Group, BRAZIL

- Accu-rite Tool & Manufacturing Co. Inc.
  Accu-rite Tool & Manufacturing Co. Inc., USA

- Signaux Girod
  Signaux Girod, FRANCE

NETWORK INFRASTRUCTURE AND COMMUNICATIONS

- SIG Combibloc
  SIG Combibloc

- Illovo Sugar
  Illovo Sugar, Various countries in AFRICA

- SIFCA
  Société Immobilière et Financière de la Côte Africaine, IVORY COAST

- ifri
  Ibrahim et Fils (IFRI), ALGERIA

- Oechsler AG
  Oechsler AG, GERMANY

- Americana
  Americana, EGYPT

- Stahl Judenburg
  Stahl Judenburg, AUSTRIA
Located in Judenburg, Styria — an Austrian town with a long tradition of stainless steel production — Stahl Judenburg GmbH has been a specialist in the field of stainless and engineering steels since 1906. Stahl Judenburg supplies its customers — renowned companies in the automotive industry, engine and plant engineering, and machine and tool manufacturing — with high quality bar steel products. With approximately 500 employees, Stahl Judenburg is one of the largest employers in the region, with sales of €107 million in 2016.

CHALLENGES
IT networks are increasingly important in production environments as they have become a critical part of production infrastructure and processes.

Stahl Judenburg needed data and communications solutions that could meet the highest demands for quality, reliability and long-term viabilty to ensure the smooth operation of its business today and in the future.

PRODUCTS AND SERVICES
OmniPCX® Enterprise Communication Server
OmniVista® 8770 Network Management System
OmniVista® 2500 Network Management System
OmniVista® 3600 Air Manager
IP Touch® 4028 Extended Edition
OmniSwitch® 6450 Stackable Gigabit Ethernet LAN Switch
OmniSwitch® 6900 Stackable LAN Switch
OmniAccess® 4450 WLAN Controller
OmniAccess® AP205 WLAN Access Point
OmniAccess® AP215 WLAN Access Point

WHAT MADE THE DIFFERENCE?
Stahl Judenburg was satisfied with the ALE voice and data communications solutions it had been using since 2011.

Benefits

> TECHNICAL
About 150 telephones are connected, many of which already benefit from the integrated IP connectivity offered by the IP Touch 4028 phones. The short-term goal is to switch all phones to Voice over IP (VoIP). The OmniVista 8770 Network Management System provides a user-friendly system, easy configuration and user administration with simplified user creation, service activation, and device mapping. It continuously monitors the availability and performance of the VoIP service and supports IT administrators with automated notifications. With the OmniVista 2500 Network Management System Stahl Judenburg can manage and control the entire LAN and wireless environment, offering an optimized reliable network platform for office and mobile applications.

> FINANCIAL
The OmniVista 3600 Air Manager reduces the operating cost of the wireless infrastructure and optimizes network performance and security. Built in redundancy ensures continuity of service which is key to Stahl Judenburg’s business.

> USER EXPERIENCE
Users benefit from modern enterprise telephony and a powerful converged WLAN and LAN solution for reliable 24/7 network connectivity.
Established in 1864, Oechsler AG is a major global plastics engineering and manufacturing company that develops, manufactures, assembles and supplies custom-made components for the automotive industry, the medical sector and industrial solutions. Headquartered in Ansbach, southern Germany, the company has 3 German locations, as well as international offices in China, Romania, Mexico and Singapore.

**CHALLENGES**

Oechsler’s existing platform was aging, with some switches dating back to 2000, and composed of many dedicated servers from different suppliers.

The company also wanted to increase overall bandwidth capacity and offer reliable wireless to all employees, many of whom had no WiFi at all.

In sum, Oechsler needed to modernize its IT and networking infrastructure, covering 3 locations in Germany and 2 international subsidiaries, into a coherent overall concept. The new high-speed network also had to offer simplified centralized management for greater efficiency.

**PRODUCTS AND SERVICES**

- Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch
- Alcatel-Lucent OmniSwitch® 6850E Stackable LAN Switch
- Alcatel-Lucent OmniVista® 2500 Network Management System
- Alcatel-Lucent OmniAccess® WLAN Access Points
- Alcatel-Lucent OpenTouch® Suite for Medium and Large Enterprises

**WHAT MADE THE DIFFERENCE?**

The jointly-designed solution proposed by Alcatel-Lucent Enterprise and long-time business partner Controlware GmbH delivered a global concept for a complete modernization of the IT network, including a telephony upgrade. This was exactly what Oechsler was looking for.

**BENEFITS**

**TECHNICAL**

The new infrastructure supports a second data center for added security and reliability. If an error occurs in the data center, the entire operation is switched to the second data center within 3 seconds.

The network has enormous bandwidth capacity. The data transfer rate between the two data centers is 160 Gb/s and will soon be increased to 320 Gb/s.

**FINANCIAL**

Oechsler’s entire global IT is managed from Ansbach. The OmniVista® 2500 Network Management System provides the visibility needed to simplify maintenance and increase the team’s productivity.

**USER EXPERIENCE**

Employees work more effectively with their new tools: reliable connectivity combined with the OpenTouch® Conversation software client that offers multimedia collaboration, video conferencing, desktop sharing, etc.

“We knew it was not enough to replace some components. Instead, we created a completely new, modern foundation for our entire data and voice communications... Like this, we managed to implement a next-generation data center and a state-of-the-art network that meets all the needs that our internal customers have today and tomorrow.”

Thomas Ehnes, head of IT, Oechsler AG
VKF Renzel is a leading provider of sales promotion products that are distributed via the company’s worldwide subsidiaries, online shops, and commercial partners. With a team of 590 employees, the VKF group generates an annual turnover of around 83 million €. In addition to its locations in Germany, the company maintains subsidiaries in 14 European countries, China and the USA as well as commercial partnerships.

**CHALLENGES**

VKF Renzel operated a local network at its German headquarters in Isselburg with a bandwidth of just 4 x 1 Gbit that could not be enhanced and no longer offered sufficient bandwidth capacity. The company wanted to overhaul its existing infrastructure in order to implement a solution that would cater to its existing and future needs.

The complex IT infrastructure required time-consuming manual configurations and adaptations, especially for new mappings and relocations, which was overburdening the 6-person global IT team.

**PRODUCTS AND SERVICES**

- Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch
- Alcatel-Lucent OmniSwitch® 6450 Stackable Gigabit Ethernet LAN Switch
- Alcatel-Lucent OmniVista® 2500 Network Management System

**WHAT MADE THE DIFFERENCE?**

Following initial discussions in March 2014, Cosmotel-IT, a longstanding Alcatel-Lucent Enterprise business partner, designed a solution for a new high-performing and scalable infrastructure.

This proposed concept, which was presented in a detailed demonstration and proved during a test installation on site, convinced VKF Renzel to choose Cosmotel-IT and the Alcatel-Lucent Enterprise solution.

**BENEFITS**

**TECHNICAL**

The 10 Gigabit Ethernet backbone delivers superior bandwidth and reliable connectivity, while the remote stacking technology has enhanced security.

The solution is fully scalable, enabling VKF Renzel to upgrade the backbone to 40 Gigabit at any time to meet future needs.

**FINANCIAL**

Unified Access features ensure that newly connected devices are automatically mapped to the network, drastically reducing administration needs and freeing the IT team to focus on more strategic tasks.

**USER EXPERIENCE**

Employees enjoy a simplified communications solution and enhanced work conditions thanks to seamless connectivity supported by greater bandwidth and high availability of the network.

"With the new infrastructure, we have increased the bandwidth, ensured the highest possible reliability and made administration much easier… At the same time the new solution will allow us to react flexibly to increasing requirements for many years to come."

Marcel Siegert, Head of IT, VKF Renzel
SIG Combibloc Obeikan is one of the world’s leading system suppliers of carton packaging and filling machines for beverages and food. The joint venture was founded in 2001 by the German company SIG Combibloc and Saudi Arabia-based investment firm Obeikan. In early 2015 their new regional HQ and manufacturing facility were inaugurated in Dubai’s Silicon Oasis. The 47,000 sq ft office houses regional support staff as well as a Knowledge Academy and Training Center.

CHALLENGES
SIG Combibloc Obeikan had clear requirements for their new site. The company wanted fully converged network that would grow with their evolving needs. Employee productivity was a top priority, so facilitating mobility and BYOD was a critical part of the solution, as was ensuring reliable Wi-Fi®. Cost effectiveness was another key consideration.

PRODUCTS AND SERVICES
Alcatel-Lucent OpenTouch® Business Edition
Alcatel-Lucent OmniSwitch® 6450 Stackable LAN
Alcatel-Lucent OmniAccess® 4504
Alcatel-Lucent OmniAccess® IAP103
Alcatel-Lucent IP Touch™ 4018

WHAT MADE THE DIFFERENCE?
SIG Combibloc Obeikan was familiar with Alcatel-Lucent Enterprise solutions and had been impressed by a product demo at GITEX 2014. The Alcatel-Lucent OpenTouch® Business Edition feature, which enables the completely seamless transfer of calls from one device to another, retained their attention. The company saw how this feature would increase the productivity of their mobile workforce.

BENEFITS

Location: Dubai, UAE
Vertical: Manufacturing
Number of users: 500
Deal implementation: February, 2015
Business partner: Al Futtaim Technologies

TECHNICAL
The new application-fluent network builds on convergence to offer high availability and low latency. Built in redundancy reduces costly downtime and ensures business continuity. Software upgradable switches make the network easily scalable and capable of evolving to meet future needs.

FINANCIAL
The streamlined infrastructure of the fully converged fixed and wireless networks, and converged voice and data, means lower maintenance costs.

USER EXPERIENCE
Users can connect their multiple devices from anywhere onsite. They are completely mobile and can switch calls to other devices without missing a second of their conversations.

“We are very happy with the simple, powerful and fully converged solution. Not only was it easily deployed, but it met all of our business needs such as mobility for our employees. Both Alcatel-Lucent Enterprise and Al-Futtaim Technologies were supportive throughout the process.”

Vinod Kumar, Regional IT Manager, SIG Combibloc Obeikan FZCO
IBRAHIM ET FILS (IFRI)

IFRI has been manufacturing beverages, including sparkling water, since 1986. The company, which produced over 504 million liters in 2011, has become one of Algeria’s national market leaders.

CHALLENGES

IFRI was facing new challenges linked to its fast-paced growth and the organization of its multiple sites.

The company needed to centralize communications and implement a mobility solution to facilitate employee productivity across sites.

Additionally, IFRI was looking for a solution that would support its future development and growing geographic expansion.

PRODUCTS AND SERVICES

- Alcatel-Lucent OmniPCX® Office Rich Communication Edition
- Alcatel-Lucent OmniVista® 8770 Network Management System
- Alcatel-Lucent OmniTouch® 8082 My Instant Communicator Phone
- Alcatel-Lucent 9 Series Digital Phones
- Alcatel-Lucent Dect Handsets
- Alcatel-Lucent 8 Series IP Phones
- Alcatel-Lucent OmniSwitch® 6250, 6400, 6850E
- Alcatel-Lucent OmniStack® 6224 Stackable LAN Switch

WHAT MADE THE DIFFERENCE

IFRI chose the ALE solution because it was robust and scalable; integrated both digital and IP telephony as well as mobility functions; and simplified inter-site connectivity.

EGITEL, the Business Partner, and IFRI have built a strong relationship over 15+ years. The quality of EGITEL’s pre-sales accompaniment, as well as its post-sales support, were decisive factors for IFRI.

BENEFITS

TECHNICAL

Thanks to the Alcatel-Lucent OmniPCX® Office Rich Communication Edition, the 5 regional sites now have IP interconnection, and can seamlessly deliver IP, digital, analog and DECT communications.

FINANCIAL

The Alcatel-Lucent OmniVista® 8770 Network Management System and its taxation module enable optimal control of external communications, providing greater visibility and facilitating management.

USER EXPERIENCE

The DECT mobility solution has demonstrably improved user productivity during business trips, especially in the maintenance, production and safety departments.

“...”

Kaci Ibrahim, CEO, Ibrahim et Fils
PartyLite was founded in Plymouth, USA in 1973 as the first direct selling company of candles and candle accessories. With locations in America, Australia and Europe, PartyLite is the world’s largest party plan company selling candles, candle holders, flameless fragrance and wax warmers.

**CHALLENGES**

PartyLite had a multi infrastructure in Germany as well as in other countries.

IT support and administration were time-consuming and expensive.

PCs, smartphones and tablets were not integrated in the business telephony system.

**PRODUCTS AND SERVICES**

- Alcatel-Lucent OmniPCX® Office Rich Communication Edition
- Alcatel-Lucent OmniPCX® Enterprise Communication Server
- Alcatel-Lucent OpenTouch® Multimedia Services
- Alcatel-Lucent OmniVista® 8770 Network Management System
- Alcatel-Lucent OmniTouch® 8012 Deskphone
- Alcatel-Lucent OpenTouch® Conversation (MLE)

**WHY ALCATEL-LUCENT ENTERPRISE**

The quality of the innovative products and the market position of Alcatel-Lucent Enterprise, with the reliable support provided by the SKC Seiler & Klimpel Communication GmbH was an important criterion in selecting the new solution.

**BENEFITS**

**TECHNICAL**

This unified user management simplifies administration and protects the IT resources. Moreover, all local sites are now administered and controlled centrally so that the IT team can help users quickly, easily and with minimal effort and a significant contribution to improving internal customer service.

**FINANCIAL**

The pricing in model proposed gives PartyLite maximum flexibility. PartyLite pays a monthly rental fee per connected device. There is no capital expenditure, just ongoing cost, and the number of supported devices can be adapted to a changing demand at any time.

**USER EXPERIENCE**

Thanks to the integration of PCs, smartphones and tablets through the Alcatel-Lucent OpenTouch® Multimedia Services, employees do not depend on their deskphones anymore. They can now work remotely or on the road and still be connected to the enterprise telephony system.

“We know we can rely on our partner SKC to find a solution for every problem, within 24 hours. This is especially important during the high-turnover year-end period when we cannot afford any downtime of our IT systems.”

Heiko Muffert, Supervisor IT Support at PartyLite Europe Technology GmbH.
TREVELYAN’S PACK AND COOL LTD

Trevelyan’s is a packing and cool storage company located in New Zealand’s Bay of Plenty region. As a family owned enterprise, they specialize in packing and storing green and gold kiwifruit, as well as avocados, from a large centralized site spanning over 5 hectares.

Due to the seasonal nature of the business, the staff may grow from 100 permanent to 1,400 temporary employees during the harvesting periods.

CHALLENGES

Staff was using a combination of personal and Trevelyan’s provided mobile phones, as well as additional DECT handsets connected to the OmniPCX Office RCE. This created disjointed and expensive communications and also meant that staff had to both carry and care for multiple devices. Overall this was unproductive, personally awkward and inexpensive.

Given the seasonal fluctuations in employee numbers, the company needed a scalable and cost effective communications solution for their permanent and temporary workforce.

The rural location and cool store environments meant poor coverage by the public mobile network, so a reliable and efficient alternative voice communications system was required.

PRODUCTS AND SERVICES


Alcatel-Lucent OpenTouch Conversation® for iPhone (SMB), with VoIP Companion.

WHY ALCATEL-LUCENT ENTERPRISE

The upgrade to the latest software version enabled the deployment of the new BYOD capabilities, fully integrating smartphones into the PBX. The new all-in-one solution was a perfect fit with the products and services of the business partner, who had a long-lasting relationship with Trevelyan’s. The implementation allowed Trevelyan’s to simplify operations’ and maintenance, thus saving money and time.

BENEFITS

TECHNICAL

The company now has a single unified communication platform for staff and temporary workers with the ability to support BYOD via the My Instant Communicator Mobile Client over the company’s own Wifi network.

This provides a more efficient overall communications system, that is simpler to manage.

FINANCIAL

Trevelyan’s have significantly reduced their communication system total cost of ownership and have achieved this without a “rip and replace.”

USER EXPERIENCE

“We required simplified management and maintenance in our day to day operations, while not leaving out high efficiency. We now have a solution with lesser hassle compared to past communication systems, thanks to Alcatel-Lucent Enterprise.”

Paul Harker, IT System Manager, Trevelyan’s Pack and Cool Ltd.
The international Signaux Girod group offers global solutions for signalization and planning road and urban spaces.

Known for its expertise and forward-thinking in its vision, Signaux Girod maintains its commitments: non-stop innovation within its organization, its product range (eco design and design in the Neo line), its manufacturing processes, and even in its unified communication tools. With 36 decentralized sites in France and 8 international affiliates, the fluidity of collaboration is crucial for the success of its operations.

**CHALLENGES**

Signaux Girod has undertaken a travel cost reduction policy and wants to equip itself with a new conferencing solution that enables holding a maximum of meetings online rather than face-to-face.

This new solution needed to be extremely simple to use in order to ensure total user adherence.

Finally, it was also necessary that any new solution be deployed across all sites and be used as a supplement to any kind of telecom environment.

**PRODUCTS & SERVICES**

Alcatel-Lucent OpenTouch® Conference
Alcatel-Lucent OpenTouch® Personal Cloud

**WHY ALCATEL-LUCENT ENTERPRISE**

Alcatel-Lucent Enterprise and its business partner enabled Signaux Girod to evaluate the solution by providing online demos and test accounts.

The subscription is also very simple, without investment or deployment constraints.

Eventually, a change management support was provided to the users.

**BENEFITS**

**TECHNICAL**

OpenTouch® Conference adapts to the existing environment and is totally compatible with the heterogenous PBX equipment of the group. Deployment is immediate since the solution is available instantaneously through the cloud.

**FINANCIAL**

OpenTouch® Conference was deployed without any initial investment and allows simple billing, with payment upon use.

**USER EXPERIENCE**

"The solution provides us with highly efficient intra-group collaboration. We save time, budget and gain comfort by limiting our travels while emphasizing interactions. This is what we were looking for."

Nathalie BOUVIER, Marketing Manager, Signaux Girod.
Americana main lines of business are operating 1,480 food & beverage outlets, as well as manufacturing food products. It is one of the world’s most successful franchise operators with activities spanning 13 countries with over 63,000 employees from 21 nationalities. Americana’s network encompasses 12 of the world’s most recognized brands such as KFC, Pizza Hut and TGI Friday’s, and 6 of its own homegrown brands, which have proven to be as successful with consumers as their global counterparts.

Americana-Egypt has 398 Stores and 14000 employees. It is the first fast-food call center in Egypt and start operating in 1970.

CHALLENGES
The company wanted to link all Americana-Egypt stores to a single network.

Americana-Egypt needed to be able to process customer orders at any time of the day or night, all year round.

In addition, Americana-Egypt required one management system for the network handling their headquarters, malls, and sister company.

PRODUCTS AND SERVICES
Alcatel-Lucent OmniPCX® Enterprise Communication Server
Alcatel-Lucent OmniSwitch® 6450 Stackable LAN Switch
Alcatel-Lucent OmniAccess® AP105
Alcatel-Lucent OmniVista® 2500 Network Management System

WHY ALCATEL-LUCENT ENTERPRISE
Americana was delighted to accept Alcatel-Lucent Enterprise’s proposal for an end to end solution due to their excellent twenty year business relationship as well as Alcatel-Lucent Enterprise’s first class after sales support.

Location: EGYPT
Vertical: Manufacturing
Number of users: 600 contact center agents

Deal implementation: February 2014
Business Partner: Intraconsult Telecom Ltd

BENEFITS

TECHNICAL
Americana is able to connect all branches and stores through one network.

Alcatel-Lucent Enterprise offers a robust and reliable infrastructure that is critical for Americana contact center, which is the biggest in Egypt.

FINANCIAL
Americana-Egypt has drastically reduced their telephony costs thanks to the OmniPCX® Enterprise Communications Server, connecting the 398 stores in Egypt to the headquarters (700 users).

USER EXPERIENCE
Americana employees can communicate smoothly and be more productive due to the effectiveness of the MyIC and Softphone systems.

Americana customers have access to continuous fast food services 24 hours a day, 365 days a year.

“We have always been satisfied with the quality of the telephony systems provided by Alcatel-Lucent Enterprise throughout our twenty year business relationship. Furthermore, Alcatel-Lucent Enterprise and Intraconsult Telecom Limited both continue to support us as our business has grown. In a nutshell, we are partners in a ‘win win’ situation.”

Mr.Essam Radwan, CIO, Americana-Egypt.
Accuracy Tool & Manufacturing Co., Inc. is a family owned business that has been providing top quality Computer Numerical Control (CNC) machining and dependable service for the past 24 years. Their commitment to manufacturing the best precision components for the aerospace and commercial industries has been the key to their success, and what started as a humble shop in 1988 has grown to an 8,500 square foot manufacturing facility Accu-Rite operates today.

**CHALLENGES**

The initial network suffered from numerous connectivity and clarity issues, including dropped calls, echo, and static sound.

Accu-Rite required telephone equipment that could provide enhanced features, including the ability to easily transfer calls directly on and off-site, with voicemail and message alerts.

Another key requirement was the need for an intercom system to transfer and announce calls between the different site areas.

**PRODUCTS AND SERVICES**

Alcatel-Lucent OpenTouch™ Office Cloud

Alcatel-Lucent IP Touch™ 4038

**WHY ALCATEL-LUCENT ENTERPRISE**

Accu-Rite selected the Alcatel-Lucent Enterprise solution for its easy to use and intuitive features, and overall quality of the devices.

After a thorough demonstration and evaluation of the handsets and equipment, Accu-Rite could be sure that the new system would meet their needs.

**BENEFITS**

**TECHNICAL**

The solution provides Accu-Rite with direct, clear intercom communication throughout their facilities.

The combination of OpenTouch™ and IP Touch™ 4038 provides live voicemail alerts and the ability to transfer calls directly from the main office to off-site mobile phones.

**FINANCIAL**

Monthly calling costs were immediately reduced by 18% after implementation.

**USER EXPERIENCE**

Calls can now be routed to the exact desired recipient, reducing customer and employee waiting time.

Customers now experience much higher quality calls, without interference.

“We are very satisfied with the installation of the new lines, as well as the porting of our phone number. We are also pleased with the quality of the phones, and how easy they are to use!”

Julie Polansky, Office Manager, Accu-Rite Tool & Manufacturing Co., Inc.
ILLOVO SUGAR

Illovo Sugar is Africa’s leading sugar producer and a significant manufacturer of downstream products, with extensive agricultural and manufacturing operations in Malawi, Mozambique, South Africa, Swaziland, Tanzania and Zambia.

CHALLENGES

Illovo Sugar’s switches were over six years old, which was preventing the company from installing the required latest technology.

The company wanted to improve the reliability and efficiency of all communications to their servers, so required a converged network solution.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniSwitch™ 6200, 6250, 6400, 6450, 6850E, 6900 Stackable LAN Switches
Alcatel-Lucent OmniAccess™ AP105, AP134, AP175
Alcatel-Lucent OmniAccess™ 5850 Enterprise Services Router Modular Router
Alcatel-Lucent OmniPCX™ Enterprise Communication Server
Alcatel-Lucent OmniVista™ 2500 Network Management System
Alcatel-Lucent OmniVista™ 3600 Air Manager

WHY ALCATEL-LUCENT ENTERPRISE

After a period of vendor evaluation, Alcatel-Lucent Enterprise was chosen because they offered the best capabilities, functionality, ease to market and pricing.

Illovo Sugar has been a long term customer because the technologies provided by Alcatel-Lucent Enterprise have consistently matched well with their requirements and directives, delivering a stable and functional environment, at an excellent price.

BENEFITS

TECHNICAL

Illovo Sugar now has a converged network, which provides a more efficient and dependable platform.

In addition, increasing the stability of the network has allowed Illovo Sugar to successfully facilitate the new applications running across their infrastructure.

FINANCIAL

Thanks to the value provided by the cost effective Alcatel-Lucent Enterprise solutions, Illovo Sugar has a more positive bottom line.

USER EXPERIENCE

Having a more reliable and efficient network allows Illovo Sugar’s employees to focus on their core business tasks, which optimizes their performance.

“Our partnership with the Bytes team goes back 17 years, and theirs with Alcatel-Lucent Enterprise almost as long. This, combined with the value offering and keen ROI made Alcatel-Lucent Enterprise an attractive choice when refreshing our network.”

Dave Schaller, CIO, Illovo Sugar Ltd.

Location: Various countries, AFRICA
Vertical: Manufacturing
Number of users: 3,500
Deal implementation: Up to January 2015
Business Partner: Bytes SI
Founded in 1918, Votorantim Group is one of the largest industrial conglomerates in Latin America, operating in various sectors such as finance, energy, siderurgy, steel, pulp and paper among others. The group is present in 23 countries and has around 60,000 employees worldwide, using 20,000 IP extensions.

CHALLENGES

Votorantim Group had a very diverse IT park with several vendors who had no interconnection between them. They wanted to simplify their network and have a single provider.

It was also necessary to upgrade the analogic technology to fulfill the needs of quite extensive sites.

PRODUCTS AND SERVICES

- Alcatel-Lucent OmniPCX™ Enterprise Communication Server
- Alcatel-Lucent OmniVista™ 8770 Network Management System
- Alcatel-Lucent OpenTouch™ Multimedia Services
- Alcatel-Lucent OmniTouch™ 8400 Instant Communications Suite for Enterprise with Microsoft Lync
- Alcatel-Lucent Solution Premier Service (SPS)

WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise’s quality, cost and benefits were important factors in the choice of a single vendor.

Alcatel-Lucent Enterprise was able to provide the right technology to answer the analog, digital and all IP needs.

BENEFITS

Location: São Paulo, BRAZIL
Vertical: Manufacturing
Number of users: 10,500
Deal implementation: December 2013
Business Partner: Alcatel-Lucent Enterprise Brazil - Strategic Industries

TECHNICAL

Alcatel-Lucent OmniPCX™ Enterprise gives Votorantim Group high availability and resilient communications at all times.

There is now an appropriate level of support according to the size of the company.

FINANCIAL

The new integrated network and equipment within the Votorantim Group has allowed significant cost reductions and savings on maintenance. The communication cost between the companies is now zero.

USER EXPERIENCE

In the past there used to be many different user manuals. As the equipment is now standardized, there is the same user experience in all the companies. This is one of the biggest benefits for all the employees.

“The first advantage, which we consider as one of the most important, was the reducing of cost. Today, we have an integrated network of all the companies and equipment. So the communication between companies is now at zero cost.”

José Emanuel Oliveira Reis, Information Technology and Services Manager, Votorantim Group.

WATCH THE VIDEO
Founded in 1964, SIFCA is a major player in the African food processing industry. The group is involved in the cultivation, processing and marketing of vegetable oil, natural rubber and cane sugar.

CHALLENGES

SIFCA encountered problems with integrating its new services and wanted to enhance the performance and quality of its IT environment.

SIFCA hoped to integrate new applications and hosted software, such as Oracle or SAP, into its workplace tools, so that they would be accessible via an internet browser. Setting up a simple and efficient videoconferencing system was also required.

Finally, as SIFCA wanted to transfer a large number of employees to its Palmci headquarters, it needed a solution that would allow it to gradually migrate the servers from its different subsidiaries. At the same time, this solution would provide connection flexibility from its remote sites (Surcrivoire or Path) and via Modular LAN Switch (MLS) or Virtual Private Network (VPN).

PRODUCTS & SERVICES

- Alcatel-Lucent OmniSwitch™ 10K Modular LAN Chassis
- Alcatel-Lucent OmniSwitch™ 6850E Stackable LAN Switch
- Alcatel-Lucent OmniAccess™ AP105
- Alcatel-Lucent OmniAccess™ 4306G Branch Office WLAN Switch

WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise proposed a solution that gave high availability and offered redundancy. SIFCA considered this the best option to successfully resolve their IT environment issues.

BENEFITS

TECHNICAL

Centralization of the IT network, and the integration of Wi-Fi into its architecture, have simplified and streamlined the management of the different types of connections (VLAN, WAN), and methods of access (VPN, MLS).

Network redundancy has improved the network quality and uptime, and has led to improved ingress flow management via Quality of Service (QoS).

USER EXPERIENCE

There is higher productivity from employees thanks to the enhanced availability, stability and flexibility of the network.

The access service for field personnel provides them with easy and secure network access during audits and site inspections.

“We chose Alcatel-Lucent Enterprise over its rivals because it offered us better quality at a lower cost, and also provided training for our teams. Thanks to the new solution, our company has a network based on a 10K server. Our LAN now has more availability, stability and speed, and there are no more WIFI outages between the two sites”.

Bilal CHOUMALI, Chief Information Officer, Société Immobilière et Financière de la Côte Africaine.
Want to know more about Alcatel-Lucent Enterprise solutions?

Read references from our customers

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