CUSTOMER REFERENCES

Compilation of success stories for the services sector

August 2018

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

EUROPE

Kloster Hegne, GERMANY
RTL II, GERMANY
Kreativ House, UK

NORTH AMERICA

SMC Electric Supply, USA
Connecticut Center for Advanced Technology, USA
Pittsburgh Steelers, USA

APAC AND AFRICA

Sage HR & Payroll, SOUTH AFRICA
POSCO Daewoo, KOREA
Atlas online, MOROCCO
Discover our Success Stories by Solution

NETWORK INFRASTRUCTURE

- POSCO Daewoo, KOREA
- Connecticut Center for Advanced Technology, USA
- Kreativ House, UK

COMMUNICATIONS

- Kloster Hegne, GERMANY

NETWORK INFRASTRUCTURE & COMMUNICATIONS

- Sage HR & Payroll, SOUTH AFRICA
- SMC Electric Supply, USA
- Atlas online, MOROCCO
- RTL II, GERMANY
- Pittsburgh Steelers, USA
Kreativ House is a collection of boutique design private studios, flexible workspace and art gallery in London that support forward-thinking businesses and their teams. The inclusive space was built to offer SMBs a stylish working environment where they can deliver better customer service and become more effective commercial entities.

**CHALLENGES**
Kreativ House’s rich mix of businesses required a flexible network solution to suit the needs of the various tenants and guests, with up to 200 occupants during an exhibition or art event.

Kreativ House wanted a solution that could be implemented across new sites to give customers access to consistent services and systems irrespective of location. It had to offer simple and secure BYOD access to tenants, customers and visitors.

**PRODUCTS AND SERVICES**
- Alcatel-Lucent OmniAccess® Stellar AP1221 WLAN Access Point
- Alcatel-Lucent OmniSwitch® 6860E Stackable LAN Switch
- Alcatel-Lucent OmniVista® 2500 Network Management System

**WHAT MADE THE DIFFERENCE?**
Kreativ House was looking for a creditable vendor that could offer an enterprise-grade solution and that had extensive experience in the SMB space.

Kreativ House appreciated the close engagement and collaboration demonstrated by ALE and Khipu Networks, the business partner, to deliver a secure, fast and reliable solution.

**Benefits**

**> TECHNICAL**
The network solution is scalable and will support Kreativ House as it grows, offering enterprise-grade service to new locations on day one.

OmniVista 2500 centralizes maintenance and ensures that central policies can be applied at all sites for greater security and control.

Analytics help control which applications can be allowed for each customer, and facilitate bandwidth prioritization based on client requirements.

**> FINANCIAL**
The solution was designed with simplicity in mind. Only a small IT team is required for network management and maintenance.

**> USER EXPERIENCE**
Tenants benefit from excellent connectivity and a consistent experience throughout Kreativ House.

Visitors enjoy secure access thanks to the easily configured OmniVista guest application.
The Pittsburgh Steelers are a professional American football team founded in 1933 and based in Pittsburgh, Pennsylvania. With six Super Bowl Championship wins, the team is one of the most successful NFL franchises. The Steelers’ stadium, Heinz Field, is 1.49 million square feet with a seating capacity of 68,400.

CHALLENGES
The Steelers wanted to replace their 15-year old legacy telephony infrastructure with a new IP solution that could support their ticketing call center, offer collaborative features like conference calling, and increase mobility at Heinz Field and the UPMC Sports Performance Complex.

The Enterprise Resource Planning (ERP) system at Heinz Stadium, as well as fan amenities like signage, are all dependent on the data network. The team decided an upgrade was needed to ensure network reliability and service continuity onsite.

PRODUCTS AND SERVICES
Alcatel-Lucent OmniSwitch® 6450 Stackable Gigabit Ethernet LAN Switch
Alcatel-Lucent OmniSwitch 6900 Stackable LAN Switch
Alcatel-Lucent OmniVista® 2500 Network Management System
Alcatel-Lucent OmniPCX® Enterprise Communication Server
Alcatel-Lucent OmniTouch® 8082 My Instant Communicator Phone

WHAT MADE THE DIFFERENCE?
ALE’s business partner, Dagostino Electronic Services (DES), is the Preferred Technology Partner of the Steelers and has been a trusted partner since 1999. Furthermore, ALE solutions have successfully met the Steelers’ needs for over 15 years.

Benefits
> TECHNICAL
The OmniPCX server delivers dependable telephony, a critical requirement for the Steelers, particularly during the NFL draft.

The new OmniSwitch core provides a high-performing, robust, and reliable network.

OmniVista 2500 enables remote monitoring and management of network-connected devices.

> FINANCIAL
The new communications solution has lowered maintenance costs.

Network reliability keeps merchandise shops running at Heinz Stadium, an important revenue source for the team.

> USER EXPERIENCE
The ticketing office now offers a better caller experience, especially during peak times.

Conferencing and collaboration features simplify day-to-day work and increase productivity.

IP phones support staff mobility when taken to outside venues including training facilities.
Case Study
Market: Services  Region: Korea  Company: POSCO Daewoo
Deal implemented: January 2015  Numbers of users: 1000

POSCO Daewoo is Korea’s largest trading company and a subsidiary of POSCO. The company has its headquarters in Incheon, Korea. Its global network consists of over 100 overseas branches and subsidiaries.

Challenges
POSCO Daewoo’s old switches and low bandwidth WLAN could no longer meet the growing needs of an increasing number of employees. In addition, the company was adding a new building and needed to seamlessly integrate the two networks to simplify management and provide optimized service. Furthermore, POSCO Daewoo wanted an upgraded network that could be scaled up to meet future needs as the company continues to expand.

Product and services
Alcatel-Lucent OmniSwitch® 9800E Chassis LAN Switch
Alcatel-Lucent OmniSwitch® 9700E Chassis LAN Switch
Alcatel-Lucent OmniSwitch® 6850E Stackable LAN Switch
Alcatel-Lucent OmniAccess® WLAN Controllers

What made the difference?
POSCO Daewoo had a good preexisting relationship with the Alcatel-Lucent Account Manager and had been satisfied with Alcatel-Enterprise solutions for the past 8 years. The company also appreciated the cost effectiveness of the solution compared to the competition.

Benefits

Technical
The 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 and methods of access. The installation of the comprehensive Alcatel-Lucent Enterprise solution has enabled POSCO Daewoo to provide a stable network environment and cope with future network expansion.

Financial
The new integrated network has greatly reduced the cost of management and maintenance.

User Experience
Users now benefit from a high-performance secure wired and high-speed Wi-Fi network access that supports their productivity in the office.

“POSCO Daewoo has benefited from a high-performance secure wired and high-speed Wi-Fi network access that supports their productivity in the office.”
Yoonki Min, IT Manager, POSCO Daewoo
SAGE HR & PAYROLL

Sage HR & Payroll, a part of Sage South Africa Ltd, is a leading supplier of cloud-based and on-premises payroll and HR solutions for SMBs, corporates and multinationals in South Africa. Headquartered in Pretoria, the company has 6 other offices in the country, as well in Kenya, Botswana, Namibia and Nigeria.

CHALLENGES

Sage HR & Payroll employees in South Africa had no access to VoIP or Wi-Fi, making it hard to communicate while on the move within the HQ building as well as between sites across the country. Moreover, since the sites were not connected on a single network, Sage HR & Payroll was using significant public network bandwidth for cross-site communications, which was not viable in the long-term, for both practical and financial reasons. Sage HR & Payroll lacked a robust solution to provide quality telephony support for its customers, a key part of their service offering.

PRODUCTS AND SERVICES

- Alcatel-Lucent OmniPCX® Enterprise Communication Server
- Alcatel-Lucent OmniSwitch® 6850E Stackable LAN Switch
- Alcatel-Lucent OmniSwitch® 6860
- Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch
- Alcatel-Lucent OmniVista® 3600 Air Manager
- Alcatel-Lucent OmniAccess® WLAN Controllers
- Alcatel-Lucent OmniVista® 2500 Network Management System
- Alcatel-Lucent OmniVista® 8770 Network Management System

WHAT MADE THE DIFFERENCE?

Consulting company Nextera carried out an audit of Sage HR & Payroll’s communication needs and identified the Alcatel-Lucent Enterprise converged network with VoIP as a solution to help reduce operational costs and support the business. Business partner, Bytes SI, then implemented and deployed the voice and data solution.

Location: Pretoria, SOUTH AFRICA
Vertical: Service Providers
Number of users: 650
Deal implementation: December 2012
Consulting partner: NextEra Business Communications

BENEFITS

TECHNICAL

Sage HR & Payroll now has a centralized management system for all 7 office sites. There is a single management platform for voice and data and a central view of the system for easier maintenance.

The converged network for voice and data has enabled the delivery of VoIP telephony and data applications, with full redundancy and high availability. This has reduced the amount of bandwidth required between the sites.

FINANCIAL

The converged network removes the need for two separate integrators; one for voice and one for data. This has significantly reduced operational expenditures.

USER EXPERIENCE

Employees at Sage HR & Payroll now enjoy mobility, as well as a Wi-Fi network, throughout the office building and between sites. This allows them to be more efficient, thanks to easier collaboration and mobile working.

“Rather than working in isolation, we now have all our offices connected to make synchronized, integrated communications possible. This has improved the way we work within the company and serve our customers.”

Sandra Swanepoel, Managing Director for Sage HR & Payroll

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Sandra Swanepoel, Managing Director for Sage HR & Payroll
SMC Electric Supply (SMC) is a family-owned corporation headquartered in Springfield, Missouri. SMC supplies its customers with products from over 250 manufacturers, ranging from automation, data communications and electronics to pneumatics, safety and security products. The company has 14 locations across Missouri and Kansas.

**CHALLENGES**

Each of SMC’s locations had its own separate phone system and used different service providers. Since staff constantly needed to make calls between sites, the system was expensive and inefficient for day-to-day operations and maintenance.

SMC staff found it difficult to consistently answer customers’ incoming calls, especially when out of the office. They needed phones they could carry around onsite, and a call forwarding system to avoid losing calls from potential revenue-generating customers.

Finally, warehouse staff required wireless phones and portable devices such as bar scanners to streamline processes and increase efficiency, making WiFi a necessity.

**PRODUCTS AND SERVICES**

- Alcatel-Lucent OmniSwitch® 6450 Stackable Gigabit Ethernet LAN Switch
- Alcatel-Lucent OmniSwitch® 6900 and 6860 Stackable LAN Switch
- Alcatel-Lucent OmniAccess® WLAN Access Points
- Alcatel-Lucent IP Touch® 4038 and 4068 Extended Edition
- Alcatel-Lucent OpenTouch® Business Edition
- Alcatel-Lucent OmniTouch® 8118 WLAN Handset

**WHAT MADE THE DIFFERENCE?**

SMC has a long-standing relationship with ALE USA, inc. It has always found the products and solutions to be the most robust on the market, with all the features needed for its business operations.

**BENEFITS**

**TECHNICAL**

All locations now have WiFi access points working autonomously, as well as a VoIP phone system that allows calls to run through a single server.

Two WLAN switches manage voice and data WiFi traffic; the system is connected to portable devices in the warehouses (e.g. handheld barcode scanners).

Disaster recovery mode allows applications to keep running if there is a crisis, helping to avoid backlog and communication problems.

**FINANCIAL**

All communications costs, including from long-distance calls, have been eliminated as all calls are now being run over IP.

Customer drop-off rate is significantly lower now that all calls are answered, helping to generate more revenue.

**USER EXPERIENCE**

SMC employees can now connect to WiFi, which allows greater flexibility to run meetings, call customers and invite guests from any location.

A robust system that delivers clear call quality enables SMC to provide a better service to its customers.

“**We now have all our locations running on one single system which has simplified things immensely for us. Our employees can do their job properly and customers are getting a better service.”**

Charles Givens, Applications Manager, SMC Electric Supply

**Location:** Missouri, USA

**Vertical:** Service Providers

**Deal implementation:** 2013

**Number of users:** 150
Founded in 2004 and headquartered in East Hartford, the Connecticut Center for Advanced Technology, Inc. (CCAT) is a nonprofit organization that advances innovation in IT strategies, applied technologies, energy solutions, career development and STEM education. CCAT delivers a full-range of enterprise-grade IT services including co-location, hosting, and applications services (VoIP, video) to hundreds of municipalities, schools, public libraries, government agencies, and nonprofits.

CHALLENGES

CCAT wanted an interoperable enterprise-class infrastructure to provide services, including Voice Over IP (VoIP), hosting and video streaming to 26 towns using Connecticut’s high-speed fiber optic Nutmeg Network.

As CCAT enables important services and functions, such as police dispatch, it required a robust and redundant solution and disaster recovery to ensure business continuity.

As a nonprofit, CCAT needed a budget-conscious solution without compromising on quality.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch

WHAT MADE THE DIFFERENCE?

Alcatel-Lucent Enterprise’s reputation and reasonably-priced, customized solution met CCAT’s interoperability and feature requirements.

In addition, CCAT appreciated the guidance it received from the presales engineers who helped to design the solution.

Location: Connecticut, USA
Vertical: Services
Number of users: 26 towns
Deal implementation: 2016
Business partner: Genie Innovations LLC

BENEFITS

TECHNICAL

The Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch solution provides storage convergence through Internet Small Computer System Interface (iSCSI) thanks to support for lossless Ethernet.

The solution is highly available due to the virtual chassis and a rapid failover to the alternate data center.

Future growth can be accommodated by extending the virtual chassis with very high capacity switches.

FINANCIAL

The solution requires very little maintenance, enabling CCAT to focus manpower and financial resources on its primary mission: offering IT services at the best possible price.

The towns have access to enterprise-grade, reliable IT services and backups at unbeatable cost.

USER EXPERIENCE

Disaster recovery is included, giving users peace of mind.

“"The solution just works. It ticked all the right boxes for us: performance, reliability, simplicity and price. Our job is to deliver high-quality, dependable IT services that improve operations for our customers. And the Alcatel-Lucent Enterprise solution is doing just that. We’re very satisfied with the results.”

Dan Salazar, Director of IT, CCAT
KLOSTER HEGNE (HENGE CLOISTER)

The community of the “Sisters Of Mercy Of The Holy Cross” was founded in 1856 by the Swiss Capuchin Father Theodosius Florentini. They have devoted their lives to helping the sick, elderly, unemployed and disabled. Today they are based in the Kloster Hegne convent in Allensbach, Germany, and continue to serve those in need.

CHALLENGES

Kloster Hegne had an outdated and obsolete telecommunications system that included both analogue and digital devices. They required a cost-effective solution that could meet their budget constraints and still provide all necessary services. Another requirement was that the solution could work congruently with the existing alarm system to increase security in case of an incident.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server
Alcatel-Lucent OmniVista™ 8770 Network Management System
Alcatel-Lucent 400 DECT Handset
Alcatel-Lucent 4019 Digital Phone
Alcatel-Lucent IP Touch™ 4008, 4018, 4028, 4038, 4068

WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise was able to provide an effective solution that was fully compatible with existing systems, as well as being cost-effective and totally secure. Their partnership with Provoicecom ensured a quick, satisfying and completely reliable network system that was easy to use and future-proof.

BENEFITS

TECHNICAL

The new Alcatel-Lucent system is integrated with the house’s existing Microsoft platform which allows fax, answering machines, and operation to be run on any PC

FINANCIAL

A cost friendly solution by combining existing analogue and digital telephones with modern IP terminals

USER EXPERIENCE

Advanced telephony features for the convent members whose responsiveness has been increased to support the people in need

“...failure-free and to our utter satisfaction. After a great training course we only had some detailed questions, which were answered friendly and capably.”

Mr. Scherrieb, Executive Director, Kloster Hegne

Location: Allensbach, Germany
Vertical: Religious Institutions
Number of users: 700
Deal implementation: October 2012
Business Partner: Provoicecom

FINANCIAL

A cost friendly solution by combining existing analogue and digital telephones with modern IP terminals

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ATLASONLINE (AOL) is a subsidiary of Royal Air Maroc (RAM) who handles customer relations and distance selling for RAM in the travel industry. Since AOL became RAM’s subsidiary in 2005, AOL offers a variety of center services (Incoming / Outgoing calls) and also offers telemarketing services, studies and surveys. AOL targets many industries: hospitality, insurance, automobile, and particularly focuses on the tourism and transportation sectors.

Since 1999, AOL has been utilizing a PBX network solution provided by Alcatel and has implemented the first Contact Center Standard Edition solution in Morocco.

AOL is located on several sites since the 2000s and started migrating to IP Centralization in 2011 and expanded in 2013 to new sites.

CHALLENGES

The transition of all AOL IP centralized infrastructure with 700 users and 200 Contact Center Agents worldwide was a pre-requisite, as well as the continuity of service 24h/24 - 7d/7, and a scalable solution.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Centralized with Media Gateway and Passive Call Servers (for each site and each RAM representation)

Alcatel-Lucent OmniVista™ 4760 Network Management System Nice Perform Call recording solution

Alcatel-Lucent OmniSwitch® 6450 Stackable LAN Switch

Centralized management and maintenance managed by Optimus Telecom and a network of global partners

WHY ALCATEL-LUCENT ENTERPRISE

AOL and Alcatel-Lucent Enterprise maintain a trusting relationship which started 15 years ago. It is also shared with Optimus Telecom.

The scalability of the Alcatel-Lucent Enterprise solution was also a key element in AOL choice.

Location: MOROCCO
Vertical: Services
Number of users: 700 agents including 210 in Casablanca

Implementation date: March, 2013
Business Partner: Optimus Telecom

BENEFITS

TECHNICAL
A secure (redundancy between sites) and scalable solution allowing a smooth transformation to IP Centralization ensuring the sustainability of the initial investment has now reached the highest technology level.

FINANCIAL
The transition from a distributed model to a centralized model enables costs reductions by centralizing the operational aspect and minimizing CAPEX.

IT TEAM
The platform is ready for new multi-media uses (social networks, and in the future: chat, web collaboration, web call-back).

USER EXPERIENCE
Customer services available 7/7 - 24/24 with tools which are adapted to customers’ uses.

“...”
RTL II FERNSEHEN GMBH & CO. KG

RTL II is a TV production and broadcasting company specialized in entertainment TV and TV shows. It is part of RTL Group and of Bertelsmann which is Europe's largest media company.

CHALLENGES

Need to unify the separate voice and data systems offered by different vendors.
Outdated systems need to be replaced to solve the performance & failure issues.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server
Alcatel-Lucent OmniVista™ 2500 Network Management System
Alcatel-Lucent OmniSwitch™ 6850 Stackable LAN Switch
Alcatel-Lucent OmniSwitch™ 6900 Stackable LAN Switch
Alcatel-Lucent OmniAccess™ 4000 Wireless LAN Switches
Cybergatekeeper
Alcatel-Lucent Contact Center
Alcatel-Lucent OmniTouch™ 8400 Instant Communications Suite
Alcatel-Lucent OmniTouch™ 8440 Messaging Software
Alcatel-Lucent OmniTouch™ 8450 Fax Software

WHY ALCATEL-LUCENT ENTERPRISE

The integrated communication solution that Alcatel-Lucent offered, provides more transparency and better internal administration.
Communication is future-proof by implementing most modern technologies like Smartphones, Tablets-PCs, private Cloud.

BENEFITS

TECHNICAL

New reliable technology preventing from hardware failures.
Converged Voice and Data solution increasing quality of service.

FINANCIAL

Cost reduction thanks to one single administration point.

USER EXPERIENCE

Improvement of efficiency and flexibility for employees.

Location: Grünwald, Germany
Vertical: Multimedia
Number of users: 350
Deal implementation: December 2013
Business Partner: Huber & Feneberg

“We are glad to have a state of the Art solution with media communication via different channels, thanks to which, we are able to offer our employees the efficiency and flexibility they need.”

Reinhard Görtner, Head of IT, RTL II Fernsehen GmbH & Co. KG