

# Sigmund Freud University

## Leveraging a modern converged communication platform

“With the powerful Alcatel-Lucent Enterprise platform and the excellent support by A1, we are very well prepared to meet all current and future network and communication requirements.”

Stephan Cesnik, Head of IT

Since 2005, the private Sigmund Freud University (SFU) has been offering the world's first full-time study in psychotherapy. SFU then expanded its range of courses to include psychology, medicine and law, the university is now educating more than 5000 students. Headquartered in Vienna, Austria, SFU has branches in Berlin, Paris, Ljubljana, Milan and Linz.

### CHALLENGES

Until 2015, Sigmund Freud University used a MidiStar telephone system to which a maximum of 60 extensions could be connected. In view of the university's steady growth, this was no longer sufficient, and a decision was made to implement a modern, future-proof telecommunications solution that could control a sufficient number of connections and was ready to support the university's current and future requirements.

### PRODUCTS AND SERVICES

Alcatel-Lucent OXO Connect  
Alcatel-Lucent 8242 DECT phones  
Alcatel-Lucent 8058s/8068s Premium DeskPhones

### WHAT MADE THE DIFFERENCE?

The modern communication platform Alcatel-Lucent OXO Connect, developed specifically for small and medium-sized organizations, perfectly met the requirements of Sigmund Freud University. An OXO Connect server with 188 extensions was implemented in the head office at Freudplatz 1 in 2015, followed by a server at Freudplatz 3 with 120 connections in 2018. Both servers are connected with each other. Two more OXO Connect servers were implemented in SFU's outpatient clinics in Vienna.

The main reason for choosing Alcatel-Lucent OXO Connect, apart from the technical fit and the broad functionality, was the recommendation of its IT service provider A1, with whom SFU has a long-standing relationship of trust.

### > TECHNICAL BENEFITS

The OXO Connect converged communication platform leverages analog and digital connectivity across sites to facilitate communications, improve productivity and reduce IT effort.

Up to 300 terminal devices can be connected per server, conventional DECT telephones as well as IP systems. In addition, SFU connected fax servers and door openers for the parking garages.

Automatic switching improves call handling and customer service.

Multitenancy enables the management of several organizational units in one system.

### > FINANCIAL BENEFITS

The unified platform minimizes the cost and effort for installation, maintenance and system updates at the different locations.

Thanks to the simplified management, Alcatel-Lucent OXO Connect reduces the overall cost of business communications.

The scalable system is optimized for cost-effective use and offers Sigmund Freud University an attractive price/performance ratio.

### > USER EXPERIENCE BENEFITS

The intuitive operation improves the user experience. At the same time, it facilitates installation and maintenance by the IT team.

#### CUSTOMER STORY

MARKET: **EDUCATION**

DEAL IMPLEMENTED: **2015/2017**

COUNTRY: **AUSTRIA**

NUMBER OF USERS: **380**

COMPANY:

**SIGMUND FREUD UNIVERSITY**