

UCSIMPLE CASE STUDY

"Thanks to Skype for Business/Lync we have a company-wide unified and central communications system with significantly improved cost transparency."

Helmut Schleifer, Project Management, Paul Hartmann AG



PAUL HARTMANN AG INTEGRATES SKYPE FOR BUSINESS/LYNC INTO CORPORATE COMMUNICATIONS

Global UC Services

- Managed UC Services
- Tailored Support Consulting
- Cloud Solution
- Project Support
- 24/7 Skype for Business/Lync Support

INITIAL SITUATION

Until now, PAUL HARTMANN AG has used various solutions for telephony and e-mail both in their headquarters in Germany as well as in their global branches. A Unified Communications (UC) solution should optimise cost transparency and the use of resources.

SOLUTION

Together with the experts from SoftwareONE's UC division the migration to Lync 2013 was initiated to replace the traditional Siemens telephone system. At the same time, the e-mail solution IBM Notes was replaced by Microsoft Exchange Online (Office 365).

IMPROVEMENT

Lync/Skype for Business established a central and Unified Communications solution company-wide, which integrates existing systems and ensures improved cost transparency. This is how costs can be saved and workflow improved in companies in the future.

BENEFITS

Only one Unified Communications solution used company-wide

Improved cost transparency through awareness of operation and local costs

Cost reduction through standardisation of terminals and economisation of maintenance cost

Heterogeneous communications environment – "Due to our decentralised system, we were using various systems for telephony at our headquarters in Germany as well as in the branches inside and outside of Europe," explains Helmut Schleifer, Project Manager for the Lync/Skype for Business migration at PAUL HARTMANN AG. "We had been searching for a Unified Communications solution for some time, but had been restrained by the often insufficient interfaces of Lotus Notes, our e-mail solution at that time." After the decision had been made to replace Lotus Notes (now IBM Notes) with Microsoft Exchange Online and Office 365, the way was then clear for an integrated Unified Communications (UC) solution. However, the company-wide integration of the communicative infrastructure was characterized by a particular complexity, since two different telephony systems were being used: Siemens and Cisco. SoftwareONE's UC division and their UC specialists were therefore brought on board for the planning and implementation of a Unified Communications solution using Microsoft technology.

Integration of a hybrid Lync/Skype for Business solution – A particular challenge was the simultaneous migration of the e-mail solution from IBM Notes to Microsoft Exchange Online and the integration of Skype for Business (former Lync 2013), hence the implementation of a hybrid on-premise/cloud solution. The migration to the cloud solution Exchange Online (as a component of Office 365) was necessary to ensure the interfaces necessary for the systems of third-party providers like Siemens and Cisco.

“With Exchange Online and Skype for Business/Lync, Microsoft offers comprehensive basic functionality as well as interfaces for the integration of third-party providers”, says Buenger. Schleifer confirms this: “This innovative comprehensive solution from a single source was the all-dominant factor in choosing Microsoft.”

In addition to the smooth e-mail migration, it now had to be coped with the integration of both the Siemens and also the Cisco telephony systems. “For this purpose, we began a pilot project in October 2013 with a Lync 2013 standard installation and around 100 users at Paul Hartmann’s headquarters in Heidenheim”, Buenger reports. In a parallel operation, the traditional Siemens and Cisco telephone systems were interlinked to Lync 2013 via Mediant 1000 gateways by AudioCodes. “In June 2014 we began the productive phase with the switch from Lync Standard to Lync Enterprise, and further active users were added.” The goal is the migration of a total of around 6,000 users to Lync/Skype for Business. Until today, PAUL HARTMANN AG trusts the expert know-how of SoftwareONE and its UC experts.

“We had been searching for a unified communications solution for some time, but our heterogeneous infrastructure created a challenging task. Fortunately, Microsoft recommended their Premier Support Lync Partner, the UC division of SoftwareONE, who is very well versed in complex international Skype for Business/Lync scenarios. The professional planning and backing allowed us to proceed with migrating our entire corporate communications to a hybrid UC solution completely aligned with our requirements.”

Helmut Schleifer, Manager Information Services & Technology Advisory at PAUL HARTMANN AG

ABOUT PAUL HARTMANN AG

PAUL HARTMANN AG, located in Heidenheim in Germany, is a global supplier of products and services for medicine and healthcare. Their main focus in the core segments of wound, incontinence and infection management, lies in system solutions for professional users in clinics, medical practices, nursing and care homes as well as home care services. Aside from the strategically important markets, the key market of the corporation, which has 10,257 employees worldwide, is primarily Europe. In 2013, the turnover was around 1.8 billion Euros.

ABOUT SOFTWAREONE

SoftwareONE, a global leader in software and cloud portfolio management, is modernizing the way organizations budget and optimize their global IT spend from on-premises to the cloud. With over 1,000 technology projects globally SoftwareONE has the expertise to provide customers with the right advice on their technology roadmap towards the cloud or optimizing the Business-outcome of a cloud-based landscape. The PyraCloud platform delivers the visibility, insight, automation and control customers demand to maximize the value of their software investments. Our Software Portfolio Management (SPM), Software Asset Management (SAM) and Technology services provide the methodology and framework to optimize the underlying IT infrastructure, accelerate cloud adoption and minimize compliance risk. Privately owned since 1985, with over 3,000 technology experts located across 80+ countries, SoftwareONE is one of the fastest growing technology solution providers in the world with elite partnerships with Microsoft, AWS, Adobe, IBM, VMware, Oracle, Citrix, Red Hat, Trend Micro and many more.

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