



# Success Story

Vattenfall Europe, Berlin  
Future-proof communications infrastructure.



Vattenfall, the fifth-largest power generator and the largest heat generator in Europe, unifies voice communications at 72 locations in Germany with VoIP communications from Unify.

## The Task

- Conversion to VoIP in the administrative offices.
- Failsafe infrastructure for voice communications at 72 production locations.
- Installation of a cordless solution at 60 locations.
- Use of a dispatch solution in the grid control center for the transmission network.
- Standardization of procurement and support.

## The Solution

- 2 redundant OpenScape UC servers in the administrative network.
- Gateways at various locations.
- A total of 80 OpenScape 4000 communication systems with 4000 digital and 12,000 analog ports.
- OpenScape cordless solution at 60 locations.
- OpenScape Xpert Dispatch in the central grid control center.
- 3-year framework agreement.

## The Benefits

- Migration to VoIP makes administration more straightforward and user-friendly.
- Failsafe communications infrastructure in production areas.
- Increased flexibility due to network maintenance using cordless telephony.
- Framework agreement ensures cost savings and optimized support.



### Task

The Vattenfall Europe AG holding, whose head office is in Berlin, was created by the merger of the long-standing companies Bewag, HEW, LAUBAG and VEAG.

The company's voice communications were correspondingly heterogeneous, and as its telephone systems had reached the end of their useful life, a future-proof communications infrastructure had to be created at 72 locations in Germany. A hybrid solution designed to meet particularly stringent requirements in terms of operational and failsafe reliability was required for the power stations, substations and grid control centers. On the other hand, a step-by-step migration to VoIP was planned for the administrative departments.

"There was no room left to maneuver on the telephony side of IP communications, so we took the strategic decision to opt for OpenScape. This decision was not only taken on cost grounds; it also made it easier to

carry out routine tasks and increase employee satisfaction", says Hans Rösch, Chief Information Officer (CIO) at Vattenfall Europe AG. There were also cordless telephones to be integrated at 60 production locations, and a dispatch solution to be installed in the grid transmission control center to improve the handling of communication tasks there.

### Solution

After a comprehensive review of the solutions available on the market by telecommunications service provider Vattenfall Europe Net-com, OpenScape was selected for the administrative side. This is run from two redundant computer centers in Hamburg.

Most communication between locations takes place using the company's own lines, while gateways to the public network ensure access in the event of a fault. Inter-regional communication within the Vattenfall Group and connection to the communications network in the production areas also takes place via special gateways.

With just one exception, OpenScape 4000 systems are installed at a total of 80 locations. CIO Hans Rösch stresses: "Unify offers the right solutions to suit our varying needs. On the administrative side, we are using OpenScape on a voice over IP platform while, for the production areas, we opted for the hybrid solution of OpenScape 4000." There were often no Ethernet cables in those locations, so there were long distances to be covered and a lot of old analog terminal devices are still in operation. The communication systems were equipped with dual controllers, autonomous power supply, and a redundant link given the need for reliability. In addition to 5000 or so digital OpenStage telephones, some 12,000 analog terminal devices are also connected to it. OpenScape Cordless was integrated into 60 locations, while OpenScape Xpert Dispatch is deployed in the central grid control center.

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Vattenfall Europe AG

## Benefits

“The switch to the new generation of telephony equipment was long overdue, so this is a vital project for us”, emphasizes Hans Rösch. With the OpenScape 4000 technology, the power generator now has a powerful voice communications infrastructure that both covers current requirements in terms of reliability and is well set-up for future tasks. The power stations and substations still have many analog telephones and other terminal devices such as pagers or gate intercom units, some of which are mounted in

weatherproof boxes and are only used for maintenance purposes, so complete conversion to voice over IP was not regarded as economically viable at this time.

The gradual introduction of IP communications technology in the administrative areas – Sales now uses OpenScape Voice for its telephone calls after a pilot project on the IT Service Desk, – was not primarily justified on cost grounds. Vattenfall mostly uses its own lines for telephony purposes, so there were few potential savings in this respect.

The cost savings were provided by the 3-year framework agreement with Unify and the fact that the new communications infrastructure was simpler to maintain as more of the work could be done remotely. The service level agreements state that faults must be given high priority, with response times of less than 2 hours.

Hans Rösch is convinced that “OpenScape Unified Communications and OpenScape 4000 hybrid systems will grow together in the long term”. The overall package being installed at Vattenfall is creating the basis for just this.

## About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos’ secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

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