



Success Story

innosabi deployed Circuit with OpenScape Cloud telephony for the entire company

innosabi
agile innovation software

innosabi delivers software that enables agile innovation and support its global customers' digitalization strategies. But innosabi is not just a technology provider; part of what makes innosabi unique is the company's mission to act as pioneers and thought leaders by living and practicing the principles they endorse - to make innovation and development processes digital, agile, open, and collaborative. To achieve that, innosabi needs a communications system that is as agile, open, and collaborative as they are.

The Task

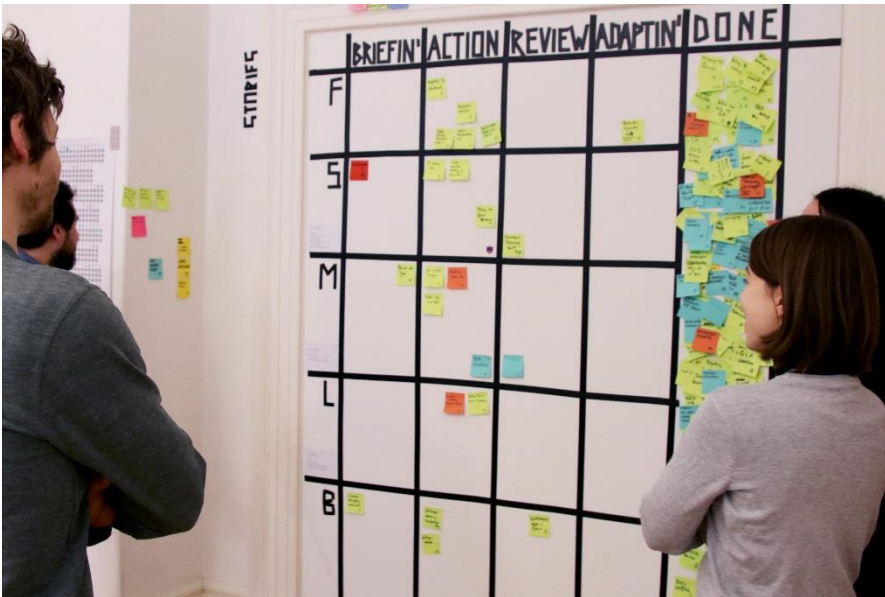
- To improve communication and collaboration between employees and customers.
- To support innosabi's mission to drive digital transformation of its global customers, including Allianz, Daimler, Bayer, Postbank, Siemens, etc.
- Enable flexible working to attract and retain top talent.

The Solution

- 53 Circuit seats with OpenScape Cloud telephony for the entire company.
- Integration of cloud-based telephone system with Circuit via Advanced Telephony Connector (ATC) and replacement of previous solution with SIP trunk and open-source-based telephone system on-site and operated in-house.
- Two Circuit Meeting Rooms (CMR) for room-based collaboration with video.

The Benefits

- Circuit streamlines all communication channels and content into one platform, preventing information and content silos and making collaboration more efficient.
- Employees can take advantage of flexible working while still staying productive, thanks to the cloud platform and strong mobile capabilities.
- Integration of business processes due to Circuit's open platform architecture.



Agile collaboration

Munich-based startup innosabi enables digital transformation for global businesses, using a unique mix of technology, development frameworks, and intelligent data analytics. With a creative, dynamic workforce and distributed customer base, innosabi knew they needed a communications solution as agile as they are, and equally dedicated to their goal of connecting knowledge, and enabling progress. Circuit, Unify's team collaboration platform, acts as the catalyst to bridge the gap between office and remote team members and customer sites.

Circuit brings together voice, video, chat, screen share, file sharing and storage into a single application, enabling innosabi to replace several separate collaboration tools, streamlining and simplifying communication. innosabi deployed Circuit with OpenScape Cloud

telephony for the entire company. Leveraging the power of Circuit's Advanced Telephony Connector, they were able to remove desk phones for all employees, relying instead on headsets with laptops, tablets and smartphones, equipping employees to work more effectively wherever they may be - in the office, at home or at a customer site.

"The option to work from home for younger employees is expected. In recent years, this has developed from being an exception to becoming a key factor when choosing an employer. And we want to support this with a sophisticated collaboration solution."

- Catharina van Delden, innosabi CEO.

Recognizing that its employees can't always be in the office at the same time, innosabi uses Circuit Meeting Room as a cost-effective and easy-to-use huddle room solution. They have both a standard solution that offers video for regular team meetings as

well as a customized set up including a camera to capture presenters and a projection screen for weekly town hall meetings and standups.

Circuit also enables more personalized and effective interactions with customers around the world. With guest access, customers can participate in webcasts and video meetings 'face-to-face'. Plus, innosabi can conduct customer training remotely via Circuit and Circuit Meeting Room, improving efficiency without sacrificing vibrant collaboration.

Pioneering a new work culture

The majority of innosabi's employees are based in their Munich office. While working from home or a customer location is typical, Circuit makes that even easier with mobile apps that deliver the full capabilities of Circuit's high-quality voice, video and collaboration tools while on the go.

After just a few months using Circuit, however, the first innosabi employees began to leverage the freedom to work effectively regardless of location by embarking on "workations." This is how the team is able to take care of personal matters or travel without dipping into their vacation or personal time off, by working from remote locations.

"After we'd spent some time getting used to Circuit, some employees told us that they'd booked flights to Columbia, South Africa, and the USA and want to work from there just as they would from their home office. As management we hadn't planned this, but we gladly lent our support."

- Catharina van Delden, innosabi CEO.

Workations are a booming trend, particularly among younger team members. This is how employees continue to work on their regular projects, just from a new, temporary location. The employee pays for their own travel expenses but doesn't need to use vacation time or miss important project timelines.

Circuit ensures that innosabi can support employees who want to take advantage of this flexibility, while still ensuring that work gets done and customers receive top-quality support.

"This couldn't have happened with telephone and email, but with Circuit it evolved independently. Thanks to cloud telephony, staff can be contacted on their Munich phone number and have top quality voice, video, and screen sharing sessions wherever they are located. Customers are surprised to learn that the people they're talking to are scattered around the world."

- Catharina van Delden, innosabi CEO.



Open and agile – integration of ideas and technology

As a Unify technology partner, innosabi has integrated Circuit with its own CRM system, using the Circuit APIs. This means that Circuit calls can be initiated directly from the platform, bringing together Circuit and innosabi's software for agile innovation to drive stronger collaboration and accelerate development of innovative products and services.

Collaboration driving innovation

Circuit delivers real business value to innosabi, by bringing together all communication channels and content into a single application to streamline and strengthen information sharing. It allows innosabi to offer employees the benefit of flexible working, helping recruit and retain employees. Plus, Circuit improves collaboration, uniting the best ideas and the brightest minds to create "sparks of genius" to deliver innovation and results to innosabi's customers.

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.

Unify.com

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