



Success Story

French elite school network expands availability with Unify's OpenScape Office



To ensure anytime availability for students and businesses, the 'Réseau des Grandes École Spécialisées' (GES Network), a French network of specialized schools for higher education, chooses the OpenScape Office MX Unified Communications solution from Unify.

The Task

The GES Network unites six independent higher education schools. With 4,800 total students and several related sites for a total of eight dispersed locations throughout Paris, three main challenges had to be met:

- Continuous answering of numerous calls at all times
- Fluid, hassle-free collaboration despite the distance between network members
- Better management of communications costs

The GES Network turned to Voxea, a certified Unify partner, to deliver a modern, simple and reliable communications solution that addresses these needs.

The Solution

A completely new Internet Protocol (IP) infrastructure was installed supporting OpenScape Office MX, which provides the GES Network a high level of stability its former network lacked. At the same time, it allows dramatically improved communications management of eight sites as if they were one. The solution consists of:

- Presence indication of all staff
- Mobile application
- Instant messaging service
- General and individual auto attendant
- Conference call devices
- Videoconferencing

The Benefits

Today, the GES Network enjoys an ergonomic Unified Communications (UC) solution that's user-friendly with enhanced 24/7 availability versus the previous system. This is completely in line with students' and businesses' demands and supports the network's goal to align all parties. Key benefits are:

- Improved call handling
- Conferencing tools that reduce travel needs
- Collaboration that's simplified and enriched
- Free internal communications between sites

Collaboration tools reflect GES Network's embrace of innovation

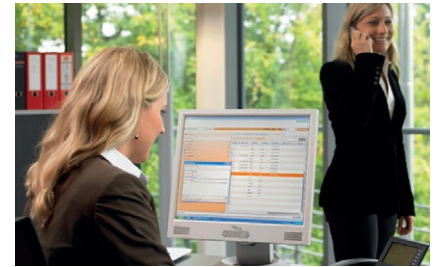
Network counts on communications availability and harmonization of diverse channels

The GES Network gives students access to extensive training and education options, material resources and professional connections on an international scale. It's a diversified offer that puts them one step ahead and the Network needs to maintain this advantage. The migration to OpenScape Office MX makes it possible to remain available despite the increased number of calls, and function cohesively despite being geographically spread over several sites.

Create synergies among the specialized higher education schools

With nearly 4.800 students, the GES Network is one of the largest

higher education networks in France. Founded in 1983, it unites six highly regarded institutions: the business and management school 'Pôle Paris Alternance', the International School of Luxury Marketing, the Engineering School, the Digital Creation and Animation Institute, and the School for Web-related and Digital Professions. This comprehensive educational offering addresses the needs students and businesses share for highly specialized education at different levels, from baccalaureate to master, in many specific areas that have dramatically evolved in recent years. Multiplying connections between the diverse curriculums, as well as between students and industry, demands a communications network that facilitates easy and open contact between everyone involved. When he first discovered



Unify's solutions, GES Network's general director Jonathan Azoulay immediately understood that this was exactly the kind of tool the schools needed.

Voice: 24/7 availability

When Jonathan Azoulay heard about the OpenScape solutions from Unify's certified partner Voxea, the GES Network infrastructure was managed by two separate providers. Its voice functionalities in particular were inadequate with numerous interruptions. Furthermore, every site used its own communication tools, which complicated call handling. How can you possibly respond efficiently and quickly to numerous information requests in those conditions? How can you support a communications network that's highly fragmented and therefore flawed?



Stephan Nini, a UC solutions expert and commercial director at Voxea, knew exactly what to do: propose the OpenScape Office MX solution supporting a communications framework that fits the GES Network image of constant innovation, unification and collaboration. Switching one site every quarter, the transition took two years. With the valued help of the GES Network's IT director, the network was optimized for data as well as voice traffic. IP phones were installed at every site and in a call center at headquarters in the 12th district. The presence feature quickly determines where call recipients are and allows for efficient and fast transfers. On top of the general auto attendant, all users have a personal auto attendant at their disposal. This makes it possible to answer an enormous number of calls, to keep callers informed more efficiently and keep better track of conversations. "We have a lot of incoming calls and it's very important not to lose a single one of them," explains Jonathan Azoulay.

Towards collaborative operations

If students, outside businesses and school buildings are plugged into the network, this should also apply to the entire staff. The school's many sites are spread over several Parisian districts, so how can this distance be reduced? How can one optimally work as if every colleague is in the office next door?

The answer: include features such as web collaboration, conference calling and videoconferencing to help shorten the distance and share extensive information. Videoconferencing and web collaboration introduced a whole new way of working at the GES Network that had remained out of reach. The OpenScape collaboration



tools are an evolution that perfectly reflects the Network's embrace of innovation and collaboration.

Easiness and cost reduction

By integrating OpenScape Office MX in the network, Voxea is able to simplify all communications management. The network solution offers overall simplification, but thanks to the ergonomics of multiple separate tools such as myPortal, this simplification applies down to the individual level. Both Stephan Nini and Jonathan Azoulay emphasize its user-friendliness that's highly appreciated by staff. Furthermore, the school's communications cost decreased as internal communications within buildings



and between sites are no longer billed. Unifying communications clearly optimizes their value through cost-effectiveness. Voxea applies its motto: "Service rendered to the customer."

Hand-over and support

The OpenScape solution's roll-out comes with staff training by Voxea. Optimizing communications includes making sure that its tools are regularly used and that all staff members master them. For two days, every one received individual training, focusing on their own needs. It proved a highly satisfying experience for staff members. Nevertheless, additional training sessions are scheduled to further refine optimization and make sure

"In terms of innovation, it's a real bonus for our staff. We now have an internal phone directory that includes a chat feature and picture, so people get to know each other. It gives a standard telephone list the contemporary appearance of social networking!"

Jonathan Azoulay,
General Director, GES Network

the GES Network gets the very best out of all Unify's tools, and the web collaboration feature in particular.

Unify's OpenScope Office MX naturally fit into the GES Network's activities. Once the last site is rolled out, in the 14th district of Paris, the

"The moment I was told about Unify's solutions, I was convinced. I had no doubt whatsoever that this kind of installation was exactly what we needed"

Jonathan Azoulay,
General Director, GES Network

Network users will have full disposal of a communications infrastructure that totally suits its image: extensive, modern, collaborative and solid; a stability that also exemplifies the trusting relationship nurtured between the GES Network, Unify and Voxea.



"Thanks to OpenScope Office's presence feature, users no longer waste time looking for a colleague; they know in advance if a person is at his desk, on a call, not in the office, on leave or in a meeting. Previously, it often took several dialing attempts (sometimes up to five) to reach a person. Now, calls are automatically sent to the right place based on one's presence status."

Stephan Nini,
Commercial Director, Voxea

About Voxea

Telecom integrator Voxea is a certified Unify Master Partner for OpenScope Business. As one of Unify's top partners in terms of turnover, Voxea offers comprehensive solutions, adjustable to the needs of any company looking for qualitative, modern and innovative telephony. As a subsidiary of the DFM Group with a staff of 90, Voxea focuses

on innovation to offer tailor-made services to its 2,000 customers. "Unify always provides simple, fast and solid solutions. Voxea's major added value is to support customers with its widely recognized and innovating know-how to create perfectly-suited solutions for every project," says Stephan Nini, commercial director of Voxea.

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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