

 Unify OpenScape Business

Unified and reliable - the
new communications
solution for all
Wiesbauer locations

Wiesbauer[®]
TYPISCH ÖSTERREICHISCH

Atos

Founded in 1931, Wiesbauer is the largest sausage manufacturer in Austria. There are approximately 840 employees at four locations, who strive for one priority: complete customer satisfaction. And just as they seek to please their customers, Wiesbauer management was looking to be as excited by the new unified communications solution.

The Challenge

For over 85 years, the Wiesbauer name has stood for top-quality, typically Austrian speciality sausage products. Complete customer satisfaction is the company's primary goal. The existing communications solutions, however, were making that an increasingly difficult task. Failure-prone ISDN lines and outdated technology needed to be replaced with a future-proof solution. The priority for company management was also improved connectivity between the headquarters in Vienna and the local office in Reidling. The Reidling office supplies large-scale consumers as well as customers from the food service industry. Orders come in around the clock, so it's essential that these can be processed quickly.

The logical long-term solution was a unified communications system, to be implemented and maintained by a reliable provider.

The Solution

After a thorough evaluation, Wiesbauer chose the Atos Unify Partner, A1 Telekom, as their new communications service provider. Together they evaluated the company's needs for the new network infrastructure and opted for a customized, future-proof, all-in-one solution. The existing systems at the headquarters in Vienna and local offices in Reidling and Gönyú (Hungary) were each replaced with the flexible, scalable and highly available Atos Unify OpenScape Business X8 architecture. This allowed the company to create a unified network across all locations, giving its approximately 840 employees everything that the modern workplace has to offer. They also implemented a second dedicated line between Reidling and Vienna as well as a central order hotline. This made managing even higher order influxes easier while guaranteeing the best possible service - all oriented to the customer's preference.

The Benefits

OpenScape Business X8 is perfectly suited for the needs of small and medium-sized businesses with one or more locations - just like Wiesbauer. Whether it is traditional telephony, IP or DECT - the company can continue to use their existing devices and protect their previous investments. Furthermore, the new all-in-one solution offers efficient UC functions for up to 1500 users at one location, in a single unified network. Together with the additional dedicated line between the Vienna and Reidling locations and a backup system, the new network allows for a reliable connection with multi-level security, making it possible to process incoming orders, customer and supplier requests as quickly and effectively as possible.

“With the high quantity of daily orders from our large customers, we can't afford any system failures. Thanks to our new communications solution from Atos Unify, we don't have to anymore.”

Thomas Schmiedbauer,
Managing Director

A central solution for all locations

In line with the company's own mantra of complete customer satisfaction, Wiesbauer employees continue to be completely satisfied with the state-of-the-art communications possibilities of OpenScape Business X8. All locations are connected through a unified network architecture. Whether by phone, chat or email, all internal employee correspondence, even between locations, is sent across a central system, meaning no extra costs from external providers.

Existing Outlook applications are integrated into the new system and expanded with many useful UC (unified communications) features. For example, the presence status allows employees to see if colleagues at another location are available, currently in a call, or in a meeting - thus improving project planning and increasing work flow.

**“AI is our kind of partner
- they deliver reliable
accessibility, direct contact
partners and fast service.”**

Ljuban Magdelinic,
EDP Manager

Optimal accessibility for reliable connections

The most important goal for the Wiesbauer group is fail-safe accessibility. Wiesbauer's numerous customers from the wholesale and food service industries must be able to rely on the ability to place orders, even on short notice, and have orders delivered on time.

The new communications solution offers the sausage manufacturer double and even triple protection. OpenScape Business X8 is based on a robust architecture, offering reliable connections and high security standards, as well as being easy to manage and maintain. To increase availability further, an additional backup system was installed to guarantee accessibility at any time, even in the event of technical problems. Moreover, to ensure that customers have access to a free line and suitable contact partner agent, even during periods with a high volume of orders, an additional dedicated line was established between the headquarters in Vienna and the local office in Reidling.

State-of-the-art solutions - for today and tomorrow

Wiesbauer now has a modern ICT solution today that is ready for the challenges of tomorrow. OpenScape Business includes extensive UC functions built-in. Presence, chat, conference calls, mobility, voicemail, fax, collaboration, video and a Contact Center - everything is integrated into a unified solution, giving employees everything that the modern work place has to offer. And if business processes change in the future, expanded Cloud Collaboration Services make it easy to integrate new, efficient voice and UC functions. This allows Wiesbauer to continue to excite its customers with the finest speciality sausage products, while enjoying its future-proof communications system long into the future.

**“Thanks to OpenScape
Businesses' compatibility
with all common
operating systems and
Outlook applications,
the transition was quick
and painless for our
employees.”**

Ljuban Magdelinic,
EDP Manager



About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us

atos.net

atos.net/career

Let's start a discussion together



Provided by your
Atos Unify Partner



A1 Telekom Austria
Lassallestraße 9
A-1020 Wien
+43 800 664 444
business.loesungen@a1.net
www.a1.net/enterprise



For more information: unify.com

Atos, the Atos logo, Atos|Syntel, and Unify are registered trademarks of the Atos group. August 2020. © 2020 Atos. Confidential information owned by Atos, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Atos.