



Success Story

CADCON Group enhances teamwork and flexibility with OpenScape Voice.



Technology solutions provider CADCON has a team of more than 500 engineers and specialists working out of many locations. To support its rapid growth and accommodate vital communication capabilities for their teams, the company relies on OpenScape Voice from Unify supported by its experienced solution partner PTC Telecom.

The Task

- Standardize the heterogeneous communication landscape incorporating legacy systems at newly added locations
- Implement a powerful yet flexible communication solution that supports CADCON's growth targets
- Strengthen teamwork across multiple locations with unified communication and collaboration (UCC)
- Speed up response with efficient communication
- Provide a centrally administrable solution, including centrally provided applications

The Solution

- OpenScape Voice as a central communication solution
- Integration into the virtualized IT infrastructure
- OpenScape UC with One Number Service
- OpenScape Xpressions for voicemail and fax
- OpenScape Fusion for integrating UC capability into existing office applications
- Interface with CADCON's ERP system

The Benefits

- A standardized and future-proof communication solution
- Reliable voice platform that scales up to 100,000 users
- Optimized accessibility and flexibility through One Number Service
- Synchronized communication for more efficient teamwork across multiple sites
- High user acceptance delivers tangible added value
- Cost savings through centralized administration

CADCON implements technology

Every project begins with an idea. The CADCON Group helps customers implement these ideas. With more than 500 engineers and specialists, the technology company implements customer projects in the areas of mechanical engineering, aerospace and defense, energy and the environment, automotive, and medical technology. CADCON supports its customers every step of the way (from concept design to production, and maintenance, and training) providing expertise, creativity and high quality. The result: high-tech solutions that bring a forward-looking approach.

The CADCON Group has been very successful and has grown steadily since being founded in 1997 in Gersthofen near Augsburg, Germany. The company has added nine more

locations in Germany alone in recent years. New international locations include Suzhou in China and Odessa in the Ukraine.

When handling customer projects across multiple sites, working as a team is more important than ever. It requires an efficient communication system that makes physical distance irrelevant. The company's old, heterogeneous communication landscape had become inadequate for meeting these needs. That's why CADCON's management wanted a solution that would standardize their communications while leaving room for pursuing its growth targets in a flexible manner.

"We wanted to invest in a powerful communication strategy that would protect our investment for the future."

Sascha Einloft, Head of IT,
CADCON Group

Call for bids resulted in customized solution

CADCON's IT team held meetings with various equipment manufacturers and system builders, including vendor-independent PTC Telecom. After carefully analyzing the client's needs, PTC Telecom's experts put together a bid with a solution concept based on OpenScope Voice from Unify. In addition to its scalability and flexibility, PTC Telecom's concept impressed the client with its One Number Service and its capabilities for more efficient virtual teamwork –





whether between offices in the same building or in different locations.

CADCON ultimately selected the OpenScape Voice system from Unify. The solution, which PTC designed in accordance with the request for bids, met the client's needs perfectly.

"With OpenScape Voice we are ready for the future. Traditional telephone systems would have taken us down a one-way street."

Sascha Einloft, Head of IT,
CADCON Group

Reliability and flexibility provide security

After making its decision, the CADCON Group began to prepare for the migration to OpenScape Voice in close cooperation with PTC Telecom. After a comprehensive function test, the employees at ten locations in Germany were able to switch over to the new solution on the appointed date. The transition was seamless with only a short period of interrupted service. OpenScape Voice features 99.999-percent reliability or the equivalent of less than 5.5 minutes of downtime per year. The voice platform delivers the flexibility

CADCON needs and can be expanded to up to 100,000 users.

"The PTC Telecom technicians provided us with excellent support and delivered first-class work."

Sascha Einloft, Head of IT,
CADCON Group

Moving closer together

CADCON wants its employees to feel like they are members of a large family. And just like in a real family, communication is important in a group of companies as well. Management and employees benefit equally from the powerful new communication solution. The enterprise-wide One Number Service makes sure that CADCON employees can be reached at a single number - even when they are on the road. Their smartphones run the OpenScape Mobile Client for mobile usability of UC functions. OpenScape Mobile is available for all popular smartphone operating systems such as Android and Apple iOS. For CADCON, this means that the company can spend less on mobile phones, because the employees can continue using their personal smartphones.

"With innovative applications we wanted to enable the people at our various locations to work together as if they were all in the same office."

Sascha Einloft, Head of IT,
CADCON Group

Outlook

Every journey begins with a single step. The innovations introduced with the OpenScape solution represent this first step towards synchronized voice communication. The locations in Odessa, Ukraine, and Suzhou, China, will be integrated into the communication structure in the foreseeable future. Today, employees in these locations can only be reached using the German country code. But this is about to change: special gateways will be implemented in these locations and directly linked to a national carrier. Together with PTC Telecom we have already finished first preparation steps so the upgrade can be scheduled without problems.

"PTC Telecom provided us with excellent advice. The OpenScape solution from Unify gives us the kind of flexibility that optimally supports the dynamic development of our company."

Sascha Einloft, Head of IT,
CADCON Group

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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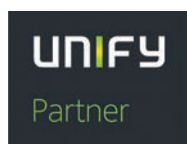


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