Unify OpenScape Business

Delivering the very best customer service with Atos Unify OpenScape Business

t. **TRAUNER** DRUCK

AtoS

From hardback books and brochures to flyers and business cards TRAUNER DRUCK'S - state-of-the-art equipment and qualified customer assistance makes them highly competitive in Linz, Austria. TRAUNER DRUCK stands for quality offered at fair prices and is an excellent service provider who fulfills each customer's specific needs.

The task

Following its transition to Voice over IP (VoIP), TRAUNER DRUCK decided to review its communication infrastructure, bringing it up to the latest standard.

TRAUNER DRUCK wanted a flexible and scalable communications system with open interfaces that could be connected to its own CRM system.

The company also wanted to have simple user interfaces and advanced UC functionality that would suit employees and simplify their jobs.

TRAUNER DRUCK expected its provider of communication services to offer the same service as TRAUNER offers its own customers: a singlesource bid and complete service.

The solution

Together with its regional provider NESKOM e. U., TRAUNER DRUCK selected Atos Unify's all-in-one telephony and UC solution, OpenScape Business.

The e-scalable solution is completely software-based and "all-IP-ready" and it supports every available infrastructure.

External locations no longer need their own telephone system. They can now be directly connected via IP.

Mobile employees can use all important functions on their smartphones.

Thanks to the UC functionality of UC Smart, reachability and teamwork can be significantly improved.

The benefits

Convenient calling functions like hotkey and click-to-dial as well as a detailed journal ensure maximum comfort for telephone calls.

A visual voicemail with presencebased announcements provides customer friendly options for callers and can display text messages in the e-mail inbox.

A network-wide presence and call status, chat, and the convenient conference management of UC Smart, facilitate optimal collaboration across all locations.

myPortal to go enables colleagues to use the key features of UC Smart on their smartphones when they are out of the office.

TRAUNER DRUCK wanted communications to provide them with the same type of individual service that they offer their own customers.
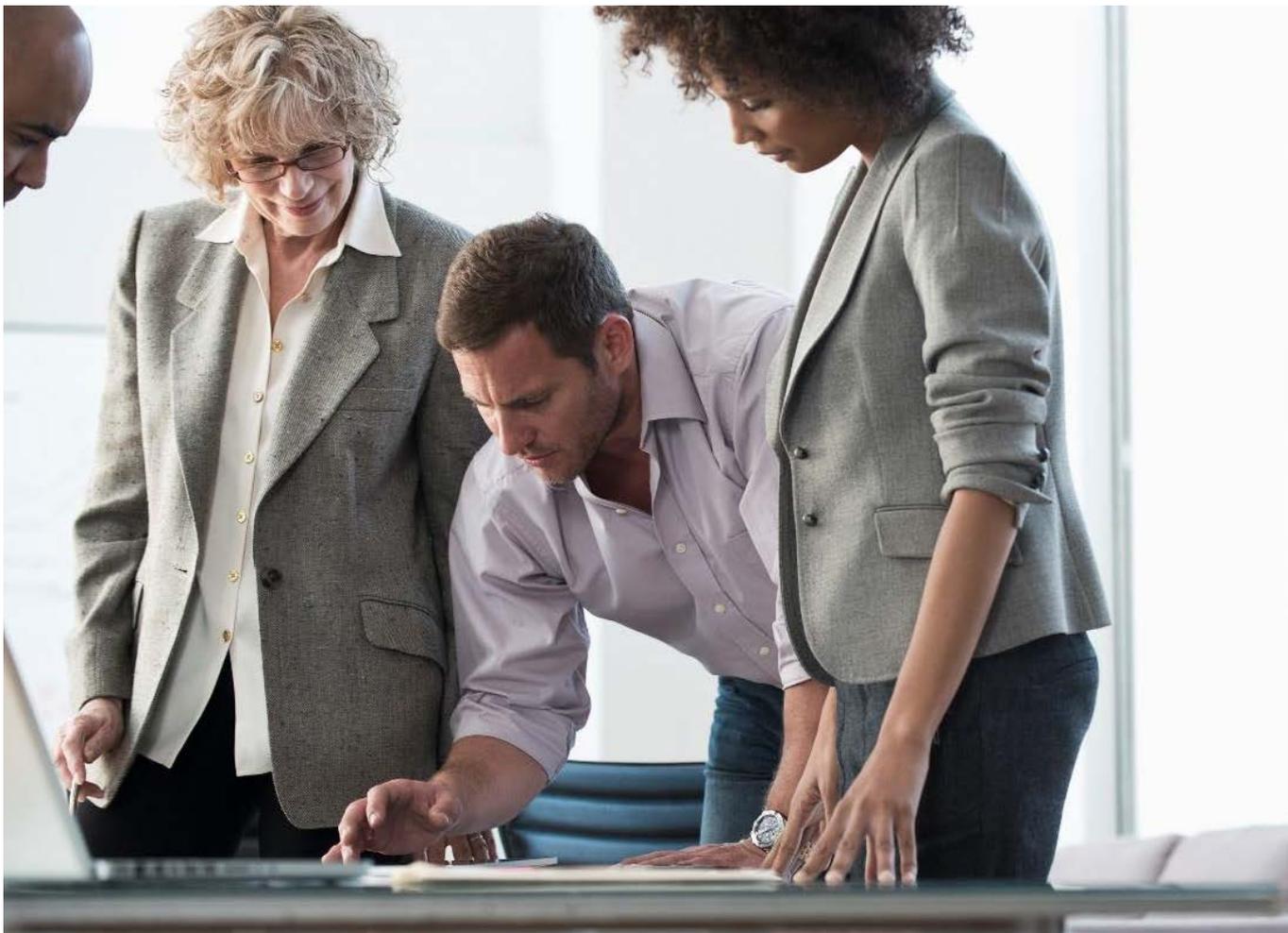
Additionally before long, ISDN will be a thing of the past - all telephone lines will be switched to IP. It is now a good time for companies to take a closer look at their communications systems and see what the market has to offer.

Communications, in particular, are a key issue that requires excellent service and a reliable provider. TRAUNER DRUCK found both at a regional provider in Linz, NESKOM e.U.

With the help of NESKOM e.U as the VoIP provider, a company that had already performed similar projects and was able to act as fullservice partner, the project was expertly carried out. Within the shortest period of time, the VoIP network was completely IP-ready. The system went live after a successful test phase.

With OpenScape Business X5, 96 IP members and 15 myPortal to go users, TRAUNER DRUCK initially converted the system in its main office. It was then extended it to its branch offices. Employees were provided with OpenStage 15 and OpenStage 40 devices.

Little training was required because the new interfaces can be used intuitively and seamlessly integrated into existing tools.

Moving Forward

Employees were part of the selection process and project from the outset. This approach increased acceptance and the willingness of the staff to try a new work environment.

The system's convenient and practical interface ensures that every employee can enjoy working with the new tools.

An included service-support agreement, containing software upgrades and services, helps protect the investment and provide functional security. It offers the latest technology at all times.

OpenScape Business has been awarded the German environmental seal Blauer Engel (Blue Angel). This demonstrates that Atos Unify offers optimal energy usage and resource conservation by offering long service life, reusability as well as the provision of replacement parts and a recyclable construction.

A simple voice and UC solution that can grow with the company as well as provide scalability and flexibility produces a feeling of security, communications become more efficient, and customers can be reached more quickly.

Thanks to the user experience they provide, the highperformance voice and UC functions integrated into the solution excite employees. Management are also pleased with the simple migration to IP, the no-risk upgrades through the included software support and the flexible connection opportunities to existing business applications.

Ingrid Trauner following a poll of employees that was conducted after the new telephone environment was commissioned:

« It has become very easy to use the telephone. You quickly get used to better things! »

About OpenScape Business

OpenScape Business provides for the most varied and wideranging communications needs of small and mediumsized enterprises in particular – together with a flexible and scalable solution.

OpenScape Business can be used independently of the existing infrastructure – whether IP, conventional telephony or DECT. In addition to high-performance telephony and a comprehensive unified communications environment, everything is available – OpenScape Business presents the right solution for up to 500 members or 1,500 members in a network.

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.

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