

 Unify OpenScape Business

WEIGL Raising
communications to new
levels with Atos Unify
OpenScape Business



WEIGL
Liftsysteme

Atos

The Austrian elevator company WEIGL is characterized by two words: high-quality and innovation. For decades, this industry leader has focused on providing high customer satisfaction with state of the art products known for their quality, technical, and design standards. To bring their communications to the same high standards, WEIGL turned to two communications experts and partners: NESKOM and Atos Unify.

The Task

WEIGL's excellence in customer service for elevators requires good communications. With the growth of their business and their customer base, it became essential to expand their communications system with a modern unified communications solution that would bring communications to a new level.

The Solution

The Atos Unify OpenScope Business solution by Unify provided all the desired unified communications functionality they needed, such as presence, instant messaging, one number service, fax, voicemail, and recording, plus it could be seamlessly integrated with Microsoft Outlook.

A key advantage was that all these important functions could be accessed from their smart phones through the MyPortal mobile app, making it cost effective and convenient for WEIGL employees to remain productive and accessible.

The Benefits

With Atos Unify's OpenScope's presence feature, WEIGL employees can immediately see who is available to assist customers, especially important when responding to critical situations such as elevator outages or other client concerns.

With the MyPortal mobile app, calls are redirected to the appropriate person. The automatic availability announcements are especially handy for client appointments, because the client knows exactly when the employee will return and when they can be reached again.



Quality, design and innovation from Austria

The WEIGL product range covers the entire spectrum of modern elevator construction, from design elevators, to freight elevators, all the way to special constructions. For WEIGL, the focus on state of the art quality, technical and design standards, has secured their leadership position in their market in Austria. This success is defined by their employees' skills and commitment. WEIGL invests in the continuous development and training of their employees, and in making sure they have the right communications tools to deliver long-lasting customer satisfaction.

Accessibility without compromise

After going through a global refurbishment and constructing a new exhibition building, the company wanted to modernize the infrastructure and the communications landscape. They were looking for a partner who was able to bring such a modernization to life in the shortest time possible and without disruption to their business.

WEIGL contacted various communication services providers and chose NESKOM because of their experience in the industry. After their presentation of Atos Unify's solutions, WEIGL knew with certainty that OpenScape Business would fulfill all their requirements.

WEIGL visited some of NESKOM's clients who also use OpenScape Business. These customers were very happy and qualified the OpenScape solution as one of first class. This strengthened WEIGL's decision to move forward with OpenScape Business.

One of WEIGL's most important requirements was that the transition from the former to the new communication system had to be seamless. NESKOM proposed a migration and implementation plan based on their requirements and developed a project plan in cooperation with WEIGL.

After the detailed planning phase, NESKOM set up an internal test system at their site, prior to rolling it out at WEIGL. Because of this thorough preparation, the on-boarding period for the staff was short and the installation of OpenScape Business went smoothly and was completed in less than two hours.

The right environment for innovation

WEIGL employees have a more unified set of communications tools, making them more productive and responsive. By integrating Outlook with their new telephony system, employees have access to voicemail, email and fax messages from one inbox. Knowing the presence availability of colleagues, and sending instant messages instead of making phone calls makes communications more efficient and saves time.

With MyPortal, employees working outside of the office have access to important communications features including favorites and presence which allows them to see who is available at any time. Conference calls can be set up and launched very easily and quickly. Voicemail messages can be accessed from any desired device or automatically received via email.

The reception staff uses MyAttendant which distributes calls amongst the available team members based on their presence status. This guarantees that all customer calls are answered promptly in order to maintain high quality customer service.

OpenScape Business offers the employees of WEIGL, a more modern, secure, and practical solution for communicating internally and with their clients. The solution's flexibility and feature capabilities satisfy the needs of both employees who work in the office and those who are mobile or work off-site. WEIGL is now equipped with a communication solution that fits perfectly with their image of quality and innovation.

About Atos

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