



PAUL HARTMANN AG INTEGRATES LYNC INTO THE CORPORATE COMMUNICATIONS

// Thanks to Lync we have a company-wide unified and central communications system with significantly improved cost transparency. //

Helmut Schleifer – Project Management, Paul Hartmann AG



PAUL HARTMANN AG, located in Heidenheim (D), offers system solutions for professionals in medicine and healthcare. The company, with an annual turnover of around 1.8 billion Euros (2013), is positioned close to both European and also strategically important markets.

Health Economics

Business

Germany

Country

10.257

Employees

6.000

Jobs/Users of the relevant solutions

12

Months
Project duration

Software SERVICES

Microsoft Lync 2013
Microsoft Exchange Online
Microsoft Office 365

Initial situation

Until now, PAUL HARTMANN AG has used various solutions for telephony and e-mail both in their headquarters in Germany as well as in their global branches. A Unified Communications (UC) solution should optimise cost transparency and the use of resources.

Solution

Together with the Lync experts from, UC Point, the migration to Lync 2013 was initiated to replace the traditional Siemens telephone system at some point in the future. At the same time, the e-mail solution IBM Notes was replaced by Microsoft Exchange Online (Office 365).

Improvement

Lync establishes a central and Unified Communications solution company-wide, which integrates existing systems and ensures improved cost transparency. This is how costs can be saved and workflow improved in companies in the future.

PAUL HARTMANN AG, located in Heidenheim in Germany, is a global supplier of products and services for medicine and healthcare. Their main focus, in the core segments of wound, incontinence and infection management, lies in system solutions for professional users in clinics, medical practices, nursing and care homes as well as home care services. Aside from the strategically important markets, the key market of the corporation, which has 10,257 employees worldwide, is primarily Europe. In 2013, the turnover was around 1.8 billion Euros.

Heterogeneous communications environment – “Due to our decentralised system, we were using various systems for telephony at our headquarters in Germany as well as in the branches inside and outside of Europe,” explains Helmut Schleifer, Project Manager for the Lync migration at PAUL HARTMANN AG. “We had been searching for a Unified Communications solution for some time, but had been restrained by the often insufficient interfaces of Lotus Notes, our e-mail solution at that time.” After the decision had been made to replace Lotus Notes (now IBM Notes) with Microsoft Exchange Online and Office 365, the way was then clear for an integrated Unified Communications (UC) solution.

// With Exchange Online and Lync, Microsoft offers comprehensive basic functionality as well as interfaces for the integration of third-party providers //

Dario Buenger – Project Manager at UC Point

UC Point Global Lync SERVICE

Managed UCC Services
Tailored Support Consulting
Cloud Solution
Project Support
24/7 Lync Support

Resulting BENEFITS

1. Only one Unified Communications solution used company-wide
2. Improved cost transparency through awareness of operation and local costs
3. Cost reduction through standardisation of terminals and economisation of maintenance costs

UC Point

Krankenhaus 1 – 3rd Floor
Im Zollhafen 18
50678 Köln
Tel.: +49 221 888 299-30
Email: ireen.schaffer@uc-point.com
www.uc-point.com/en

Microsoft Germany GmbH

Konrad-Zuse-Straße 1
85716 Unterschleißheim
Tel.: +49 89 3176 0
Email: info@microsoft.de
www.microsoft.com/en-us

However, the company-wide integration of the communicative infrastructure was characterised by a particular complexity, since two different telephony systems were being used: Siemens and Cisco. UC Point, the Lync specialist, was therefore brought on board for the planning and implementation of a Unified Communications solution using Microsoft technology.

Integration of a hybrid Lync solution – “A particular challenge was the simultaneous migration of the e-mail solution from IBM Notes to Microsoft Exchange Online and the integration of Lync 2013, hence the implementation of a hybrid on-premise/cloud solution”, explains Dario Buenger, Project Manager at UC Point, a Microsoft Premier Support Lync Partner (PSLP). The migration to the cloud solution Exchange Online (as a component of Office 365) was necessary to ensure the interfaces necessary for the systems of third-party providers like Siemens and Cisco. “With Exchange Online and Lync, Microsoft offers comprehensive basic functionality as well as interfaces for the integration of third-party providers”, says Buenger. Schleifer confirms this: “This innovative comprehensive solution from a single source was the all-dominant factor in choosing Microsoft.”

In addition to the smooth e-mail migration, it now had to be coped with the integration of both the Siemens and also the Cisco telephony systems. “For this purpose, we began a pilot project in October 2013 with a Lync 2013 standard installation and around 100 users at Paul Hartmann’s headquarters in Heidenheim”, Buenger reports. In a parallel operation, the traditional Siemens and Cisco telephone systems were interlinked to Lync 2013 via Mediant 1000 gateways by AudioCodes. “In June 2014 we began the productive phase with the switch from Lync Standard to Lync Enterprise, and further active users were added.” The goal is the migration of a total of around 6,000 users to Lync.

Cost transparency thanks to a central solution – “Until now, the management of the communications solutions in the company was decentralised, so there was little awareness of the operation and the local costs”, says Schleifer. That is set to change in the future with the new solution. Expenses should eventually also be saved, thanks to the improved cost transparency.

In the medium term, PAUL HARTMANN AG is also planning the replacement of the traditional Siemens PBX telephone system. Through the economisation of maintenance costs and the standardisation of terminals, costs should also be reduced. Furthermore, Schleifer sees the advantages that Lync can bring to an office environment regarding usability and fluid workflow. By training the employees in Lync, the efficient usage of the new solution will also be optimised.

FURTHER REFERENCES:

<http://www.uc-point.com/en/downloads/success-stories>