

Movares selects Dimension Data for comprehensive Unified Communications solution

Movares

industry:

Engineering

country:

The Netherlands

business challenge:

Employees needed to be able to work more flexibly, regardless of time or location

solution:

A new unified communications infrastructure at three sites

services:

- Plan, design and deploy a Unified Communications infrastructure with a wireless LAN, a Nortel IP telephony system with 800 fixed IP phones, 830 smart phones and a contact center system for up to 15 agents
- Microsoft® Office Communications Server 2007 and Microsoft® Exchange 2007 deployment and integration services

results:

- Simplified virtual co-operation between employees
- Reduction of management cost

Executive Summary

Engineering consultancy firm Movares has selected Dimension Data to **deliver a new communication infrastructure**. Dimension Data will be responsible for the **design, the implementation and the management of a new, comprehensive Unified Communications communications infrastructure** at three locations.

Unified Communications to enable flexi-work

Movares wants to be able to work more flexibly, independent of time and place. This requires a flexible, reliable, scalable and future-proof communications platform. After a market orientation and RFP Movares selected Dimension Data's offer.

Peter Dubbeldam, ICT consultant at Movares

"During the selection process Dimension Data distinguished itself through its knowledge of and experience with IP telephony and Microsoft integrations. In addition Dimension Data contributed to our pilot objective in a creative and innovative way by directly offering Microsoft integration. It's also crucial for Movares that Dimension Data is very much focused on the end result and goes beyond what was initially agreed in terms of products and efforts."

At Movares Dimension Data will implement a new Unified Communications infrastructure with a wireless LAN, a Nortel IP telephony system with 800 fixed IP phones, 830 smart phones and a contact center system for up to 15 agents.

Microsoft Office Communications Server 2007 & Exchange 2007 Unified Messaging

To improve communications, flexibility and cooperation at Movares the company will integrate Microsoft Office Communications Server 2007 with the Nortel IP telephony environment. In this way Instant Messaging and Presence Management is added to the IP telephony platform.

Movares will deploy Microsoft Exchange 2007 Unified Messaging as its voice mail solution. Voice mail messages are presented as email messages in the Outlook inbox of every employee.

Peter Dubbeldam: "With the introduction of Instant Messaging and Presence Management we meet the business requirements of efficient communication and are aligned as far as modern communication is concerned."

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Fixed Mobile Integration

To enable flexibility for employees and to support fixed-mobile integration 830 Nokia E serie smart phones with Nortel client software are deployed. In addition a Nokia management system is implemented. The phones are issued with standard corporate functionality and behave as normal office phones, supporting for example call forwarding. The integration also enables for applying the so-called one number principle.

Peter Dubbeldam: “This fixed-mobile solution offers major advantages for Movares as GSM users can trade in their GSM and fixed phone for a more flexible smart phone that is integrated with the PBX. The smart phone is also a full-fledged PDA with many additional features.”

24x7 Maintenance and Pro-Active Monitoring

In addition to the contract for a new Unified Communications infrastructure Movares and Dimension Data also signed an agreement for the delivery of maintenance services (Uptime) and a proactive monitoring service (Automatic Alarming). Uptime ensures minimal downtime and supports problem solving. Automatic Alarming is a proactive monitoring service with which potential problems in the telephony network can be identified. Also the causes can be analyzed. In this way problems can be solved before they impact the business.