

OMICRON's Lines of Communication Remain Open With an All-in-One Solution From Nokia and Cisco

"I would recommend this solution to anyone. The benefits are clear: improved availability, address book and calendar synchronization and one telephone number for every employee no matter where he or she is."

Wolfgang Senoner
Head of IT
OMICRON

Customer:	OMICRON electronics GmbH
Industry:	Power system testing solutions
Challenge:	Implement a solution for uniting fixed-network and mobile telephony
Solution:	Cisco Unified Communications Manager software on Nokia Eseries devices, which are managed by OMA Device Management
Benefits:	One device for fixed-network and mobile telephony—allowing for the availability of address book and calendar functions, increased communication and coordination efficiency, and improved employee mobility and availability

One hundred and eighty people work on testing equipment for energy systems that combine hardware with flexible, user-friendly software at the headquarters of OMICRON electronics GmbH. OMICRON is the world leader in its segment and has offices in several countries throughout Europe, the U.S., and Asia. The company counts among its clients major industrial companies with their own energy systems, and also rail operators and the manufacturers of protective relays, meters, and measuring converters.

The Challenge

OMICRON is a dynamic organization that places considerable value on rapid and efficient communication between its employees and with its clients and partners. To ensure this, the company needed to provide its employees with a flexible and powerful telephony solution.

The Solution

Since June 2007, OMICRON has been using a solution from Nokia and Cisco that enables fixed-network and mobile telephony from a single mobile device. In addition to these devices, each of the 180 employee workstations at the company's headquarters in Klaus, Austria, has the Cisco IP Communicator application installed, which allows telephone calls to be placed using the computer and a headset. This solution is based on a Cisco CallServer, Nokia Eseries devices, and Nokia Intellisync Mobile Suite 8.0. Nokia Intellisync Mobile Suite allows the central configuration of the mobile address book and calendar functions, while the devices are managed using OMA Device Management.

OMICRON employees each have one of the following Nokia Eseries devices: Nokia E60, Nokia E61i, Nokia E65, or Nokia E70. Nokia Eseries devices are optimized for business use, including WLAN support; allow the simple synchronization of address book and calendar entries with a computer; and have a large storage capacity. In addition to Java™ and Symbian applications, the devices also support applications from third parties to maximize adaptation to the specific needs of most any company.

Customer Profile

Company: OMICRON electronics GmbH

Headquarters: Klaus, Austria

Founded: 1984

URL: www.omicron.at

Primary Business: Energy system testing technology

How It Works

When the employees are on the premises, the Nokia Eseries devices log into the building-wide WLAN automatically, regardless of whether the device is using a company or private SIM card. "This solution from Nokia and Cisco makes it possible to reach every one of our employees at a single telephone number or extension regardless of whether he or she is in the office or on the road," explains Wolfgang Senoner, head of the IT team at OMICRON.

Data is transferred between the individual WLAN access points in the building automatically. This means that the employees can move about freely within the building while talking on the device without dropped connections. As soon as the WLAN is no longer available because the employee has left the building, the device logs into a GSM or UMTS network automatically, and the calls then run over the network of their mobile communications provider.

The individual devices are managed using Nokia Intellisync Device Management software. This allows OMICRON's IT administrators to remotely manage the Nokia Eseries devices in use, to complete various tasks, and to manage applications. To protect internal company data should a device become lost or stolen, the device can be locked remotely while the data can be deleted, working to ensure that this information does not fall into the wrong hands. At the same time, the employee can be given a new device that has the same configuration and data as his or her original device.

The Benefits

"This is the ideal answer to our needs. As a solution with an all-in-one device, it simply can't be beat. Our employees can now work much more flexibly. They only need to carry one device with them to make phone calls and to manage their address books and calendars," says Senoner. "This has increased the availability of our staff, and they are able to be reminded of appointments ahead of time."

For the employees, the convergence of fixed-network and mobile telephony also means that they only have to manage one voice mailbox. That the operation of the mobile device does not change in spite of the fact that it also serves as a fixed-network device is also a huge benefit.

This solution preserves the "traditional," more extensive features of a fixed-network telephone. The employees can be reached at their fixed-network numbers when they are away from their desks, and calls can be forwarded and put on hold as well.

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