

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

THE NEW CT INFRA- STRUCTURE CONSISTS OF AN IP TELEPHONY SOLUTION FOR 300 TERMINALS



FRESENIUS GROUP



Industry:
healthcare

Region:
worldwide

Size:
approx. 210,000 employees

www.fresenius.de

About Fresenius Group

Fresenius is a globally operating healthcare group offering products and services for dialysis treatment, hospitals and out-patient medical care.

The Fresenius Group is comprised of three corporate divisions:

Fresenius Medical Care, Fresenius Kabi and Fresenius ProServe.

Fresenius Netcare GmbH is a member of the Fresenius healthcare group. Fresenius Netcare, which emerged from the carve-out of the IT department, provides information technology services.

Understand

Fresenius wanted to install a cutting-edge IT and communications infrastructure in the planned extension of its Group headquarters. The CT infrastructure of the extension had to meet two important conditions: Firstly, the new IP solution needed to ensure seamless integration with the existing conventional CT system, and secondly it needed to serve as the starting point for the future expansion of the IP infrastructure throughout the Fresenius Group.

Fresenius Netcare had already learned to appreciate the experience and superior implementation competency of Damovo from earlier CT projects. One of Fresenius Netcare's tasks is to support the Ericsson MD 110 telephone system at Fresenius' head office, which was built in 1998. Damovo developed a concept to integrate the systems that included Ericsson's MX-ONE IP telephony solution as the optimal ICT infrastructure for the building extension of Fresenius SE.

Deliver

The new TC infrastructure was implemented using the MX-ONE IP telephony solution developed by Ericsson for 300 terminals. In opting for this solution, Fresenius has gained a platform that is fit for the future. Data and voice transmissions can be channelled through the same network, and the users can access the full range of telephony features that they are used to.

Moreover, call centre applications can be implemented more easily. Ultimately, the overall operating costs can be expected to decrease.

Improve

Fresenius is now using purely state of the art technology in the extension of its head office in Bad Homburg, which was built in 2005. Some 200 employees work in the building, which serves as a representative press and media centre. Even during the concept phase, care was taken to ensure that the entire data infrastructure would also be capable of coping with future growth – ideal conditions for introducing IP telephony.

In a next expansion phase the number of IP telephones will be increased, which will be followed by the integration of the branch offices.

Damovo delivers technology-enabled business efficiencies to enterprises around the world, enabling them to stay ahead in today's digitally transforming world.

Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

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