DAMOVO

GRUPA
SYNTHOS S.A.

A complete overhaul of Grupa Synthos' communication systems brings the company into the modern age, cutting costs and ensuring reliability with Microsoft Skype for Business.

GRUPA SYNTHOS S.A.

synthos
chemical innovations

Industry:
Chemicals

Region:
Oświęcim, Poland
Kralupy, Czech

Size:
approx. 1,300 employees

Turnover:
5,300,000,000 (2013)

www.synthosgroup.com

About Grupa Synthos S.A.:
Synthos S.A. is one of the largest manufacturers of chemical raw materials in Poland, as well as being Europe's No. 1 manufacturer of emulsion rubbers and leading manufacturer of polystyrene for foaming applications.

Synthos S.A. was established on the basis of Firma Chemiczna Dwory S.A. and Kaucuk a.s.

Synthos S.A. manages three manufacturing companies, Synthos Dwory 7 Sp. z o.o. s.j. with an office in Oświęcim, Poland and Synthos Kralupy a.s., with an office in Kralupy, Czech Republic and Synthos in Breda Netherlanda as well.

UNDERSTAND

The primary reasons for considering the implementation of a unified communications system were the costs and problems associated with the maintenance of copper cabling required for TDM phones (approx. 1000 telephone lines) at the production facility in Oświęcim.

"The previous telephony system was built in a star topology. Multi-cable bundles and local hubs weren't much help, due to the fact that the plant is located in a wide area, several thousand hectares in size. Continuous replacements and servicing of thousands of copper cables was not only operationally exhausting, but the process was also a substantial drain on the resources of the IT department."

The IT department decided that the implementation of a UC system was a viable solution, as it would enable Synthos to abandon the copper infrastructure. This would significantly reduce costs, in addition to an increase in the reliability and quality of communications. The possibility of 'computer - telephony – integration' was a further competitive advantage of the overhaul, which would previously have been impossible.

"We presented the project plan to the Board. We had proven knowledge that the ROI on the UC system, including the replacement of copper cables, would be significant, and that we would break even in 3 years. The project appealed to the Board as it presented a clear vision of communication in the company as a whole, and not just this one production plant"

DELIVER

Amongst the UC solutions available on the market, three vendors were taken into account; Avaya, Cisco and Microsoft. During the initial evaluation and testing phase, in which a number of users took part, a further requirement surfaced. It was decided that stable and precise integration with the Microsoft Office Suite was essential. This condition was influential to the point that it eventually determined the platform and vendor of choice.

IMPROVE

Presently Grupa Synthos S.A. uses fully redundant Skype for Business servers. One running in production mode, the second in a dormant standby mode, and witness server ready to take over when one of server fail.

"Every phone knows the IP addresses of both servers. Should the phone be unable to connect to the primary server it then connects to the secondary server. Simple solutions work best in practice" - says Artur Racinowski, responsible for the implementation of Skype for Business at Synthos on behalf of Damovo Poland.

For further resilience and system reliability the servers are placed in separate locations, with separate power supplies and a separate connection to the network. The office in Czech Republic is connected to the system running in Oświęcim, via an Audiocodes IP gateway. The IP phones implemented with Microsoft Skype for Business are the Aastra & Audiocodes certified IP phones. An addition to the solution described above is the possible implementation of VSX, HDX and Group Series Polycom video conferencing terminals.

"Integration with other systems such as Polycom and Blackberry along with mobile devices in the near future, is a big advantage."

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

Damovo delivers technology-enabled business efficiencies to enterprises around the 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 Managed 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.

Explore more at www.damovo.com