

DAMOVO UCC SOLUTIONS FOR REWE INFORMATIONEN-SYSTEME GMBH (RIS)

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DIE REWE GROUP & RIS



Industry:
Trade and Tourism

Region:
Europe

Size:
approx. 330,000 employees

Turnover:
€ 50 billion (2014)

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About REWE Group & RIS

With a turnover of more than EUR 50 billion (2014) and currently over 330,000 employees, the REWE Group is one of the leading trade and tourism groups in Germany and Europe.

REWE Informations-Systeme (RIS) is the central, international solutions provider within the REWE Group for information and telecommunication systems. RIS plans, designs, develops, configures and operates efficient and innovative systems on a global scale. Approximately 800 IT specialists set the benchmark for the use of IT in trade and develop new technologies for the trade industry.

Understand

RIS was quick to recognise the advantages of IP telephony: In 2004, the refurbishment of the Rosbach site (in Frankfurt, Germany) and the relocation of a company division in Cologne to a new building resulted in an opportunity to use IP telephony for the first time in the form of the Cisco Call Manager solution, and to integrate this solution into the existing Aastra TK infrastructure.

Following a similar path to many companies, RIS also decided to rely on Microsoft as its strategic partner for the office environment. In 2010, RIS collected its first experiences of the Office Communication Server (OCS) as a communication solution in a dedicated test environment. Following an extensive testing phase in conjunction with in-depth support by Damovo, the decision was made to combine the best of both worlds (Cisco and Microsoft). In 2012, Damovo was therefore commissioned to connect the existing Cisco CallManager cluster to the Microsoft OC Server.

Deliver

In addition to managing the ever-expanding TK infrastructure (manufactured by Aastra), Damovo also worked with REWE to develop a concept designed to include Cisco CallManager as the main component of the new solution. There were also plans to introduce four PeterConnects attendant consoles (manufactured by JDM Software), which can process up to 1,000 calls per day. The calls can be picked up from the caller queue based on their priority and the system offers the ability to support all participants. Damovo consulted with RIS, implemented the projects and maintains a comprehensive service contract for the solution in place.

Improve

Damovo planned and implemented the UCC solution (Cisco CallManager and Microsoft OCS) for REWE Informations-Systeme GmbH (RIS) in Rosbach and Cologne (Germany) and in Venlo (Netherlands). The "PeterConnects" attendant consoles manufactured by JDM Software were also connected.

Today, a central cluster of five Cisco communications servers supports around 5,000 participants. RIS also relies on a stable TK platform that is familiar to end users but has expanded this platform to include additional Unified Communications features, which have the usual look and feel of Microsoft products. The new functionalities include: video, presence, chat/IM, desktop sharing and the integration of mobile participants (Apple, Android and Nokia Symbian).

“Damovo provided us with excellent support throughout the entire project. We are looking forward to an increase in the efficiency of our business processes as a result of using new, innovative functionalities. The solution will also help us to highlight our position on the market as a modern, emerging employer.”

Jürgen Wagner,

Head of Voice & Conference Services at RIS

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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