

# DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

## SOFTWARE AG EFFECTS CULTURE CHANGE WITH MODERN UC SOLUTION

Software AG has set up a new, unified cross-site communications solution with Damovo. It is based on a Microsoft Lync / Skype for Business application. Software AG now benefits from cost savings and a unified global communication system.



**Sector:**  
Software development

**Region:** Worldwide

**Company size:**  
over 4,300 employees

**Turnover:**  
EUR 873 billion (2015)

[www.softwareag.com](http://www.softwareag.com)

## About Software AG

Software AG stands for digitisation and innovation and has been putting its customers' needs first for over 45 years now.

Its core activities include the development and marketing of database, analytics, and business process solutions.

## UNDERSTAND

The IT world is constantly changing. Intensive cooperation and global partnerships are forcing companies to rethink the way they do business. Increased response times require mobility and enhanced employee availability. Unified Communications & Collaboration (UCC) solutions facilitate simple and intuitive collaboration between all employees and divisions within a company.

This was one of the reasons why Software AG decided to replace its outdated telephony system with a modern unified communications solution.

The ICT department first proposed replacing the existing central office PBX at the international sites with a collaboration tool in 2014. The aim was to make communication and cross-site working more efficient.

Software developed the strategic objectives together with Damovo. These included a globally unified UC solution incorporating voice, video, conferencing, sharing, instant messaging and presence functionalities. It was also important to integrate the system into the existing PBX infrastructure and permit global management of the implemented solution.

## DELIVER

After extensive market research and discussions with various manufacturers and system vendors, Software AG decided to award the international project to Damovo.

Damovo and Software AG began with the conceptual design and piloting in spring 2014. After a successful multi-stage pilot phase, the final version of the unified communications solution for 4,500 users was rolled out in spring 2015 and largely completed in 2016.

## The solution in detail

Software AG had a range of manufacturers and solutions all over the world. This represented a challenge for

the new communications solution. The Microsoft Lync integration is based on the existing PBX infrastructure and now unifies the global management. The detailed concept was developed by Damovo and the proof-of-concept and rollout of the pilot project were carried out with approximately 1,000 users. During the production phase, all users were migrated to the Lync 2013 Enterprise solution and existing phone numbers imported.

The infrastructure also included session border controllers (SBCs), survivable branch appliances (SBAs) and analogue adapters from Audio-Codes.

The final roll-out also covered delivery of the required user accessories, including Plantronics headsets, Polycom LYNC and conference phones. The Damovo hardware partners AudioCodes, Polycom and Plantronics were selected following evaluation and testing of the required products. Damovo also took care of the logistics – shipping of equipment – in Germany and abroad.

The entire project was taken care of by a core team of five internal and two external staff members. Between one and five employees per country were involved in the physical roll-out.

However, extensive services provided by Damovo relieved the pressure on the internal IT departments (planning, rollout, logistics).

“We appreciate the trust-based partnership that we have built up with Damovo over the years. This and the impressive offer were our reasons for choosing Damovo.”

**Horst Wandres,**  
Director GIS Infrastructure,  
Software AG



## IMPROVE

Approximately 4,500 employees can now use the Microsoft Lync / Skype for Business solution worldwide. Skype for Business also replaces external telephony in over 90% of the countries. The modern UC solution integrating voice, video, conferencing, sharing, instant messaging and presence functionalities harmonises cross-site working.

In the initial phase many employees had to get used to the new system, but this is no longer a problem. On the contrary: "The employees wouldn't like to be without Lync now. The communication solution has proved effective, especially in regionally distributed teams," says Horst Wandres, Director of GIS infrastructure services at Software AG.

The efficiency of the new solution has ultimately resulted in cost savings. Software AG successfully rose to the

challenge of learning how to handle the new communication solution, thereby bringing about a culture change within the company.

Updating to the new technology has advantages not only for cross-site departments. The globally standardised solution also relieves the strain on the IT employees. The technical complexity is offset by the much greater flexibility. Global management of the unified worldwide system is a further advantage.



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Horst Wandres, Director GIS Infrastructure Services, Software AG



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.

Explore more at [www.damovo.com](http://www.damovo.com)