

DAMOVO

UNDERSTAND. DELIVER. IMPROVE.

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 Lync.



GRUPA SYNTHOS S.A.



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 two 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 Kralupy, Czech Republic.

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."
- Andrzej Dąbrowski, Senior IT Systems' Specialist at Grupa Synthos S.A.

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" - Marek Niziołek, IT Department Director at Grupa Synthos S.A.

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 two Lync 2010 Standard Edition servers. One running in production mode and the second in a dormant standby mode, ready to take over should the primary 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 Tomasz Białas, responsible for the implementation of Lync Server 2010 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 Lync phones implemented with Microsoft Lync are the Aastra Lync IP phones. An addition to the solution described above is the possible implementation of VSX and HDX 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

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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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