

Telekom Austria Increases Efficiency with New Unified Communications Solution

Case Study

Dialogic® Media Gateway Series Helps Streamline Communications

CASE SUMMARY

Challenge

To enhance communications among its thousands of domestic and international staff members, Telekom Austria TA AG wanted to put a Unified Communications (UC) solution in place. UC promised increased efficiency by integrating real-time communication, adding “presence” features and making communications, including email, voice mail, and conferencing (voice and video), accessible through a single interface. Telekom Austria also needed a gateway to connect the new IP-based UC solution to its legacy PBX.



Solution

To create its UC solution, Telekom Austria integrated Microsoft® Office Communications Server 2007 with Microsoft Office SharePoint® Portal Server 2003 and Microsoft® Exchange Server 2003. These IP-based applications were connected to its legacy PBX with a gateway from the Dialogic® Media Gateway Series (DMG4000 Gateways). Its simple installation procedure allowed Telekom Austria's in-house staff members to deploy the gateway themselves and since its installation, the DMG4000 has proven to be very reliable.

Challenge

A leader in both fixed line and mobile telecommunications services, Telekom Austria TA AG, the fixed line segment of the Telekom Austria Group, wanted to put a Unified Communications (UC) solution in place to enhance the communications options available to its domestic and international employees and to increase efficiency. UC promised to integrate real-time communication, including Instant Messaging (IM) and voice and video conferencing in an environment centered on presence information, which would include availability status and contact preference indicator, and allow its staff to chat, send email, or make phone calls. Presence features would also permit staff members to see if their colleagues were online, and whether they were working at headquarters, from home or a remote office, or in the field.

Telekom Austria also wanted to expand the availability of email, a feature previously only available to employees at Telekom Austria headquarters in Vienna. In addition, the company sought to make all communications accessible, including email, voice mail, and conferencing (voice and video), through the same interface. The solution also had to integrate with the company's Active Directory® service infrastructure, its current computer environment, and its Alcatel 4400 PBX.

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Microsoft® Office Communications Server 2007 was integrated with Microsoft® Office SharePoint® Portal Server 2003, and Microsoft® Exchange Server 2003. To connect these IP-based applications to its legacy communications system, which included its Alcatel 4400 PBX, Telekom Austria used a gateway from the Dialogic® Media Gateway Series (DMG4000 Gateways).

The DMG4000 Gateway's familiar web-based user interface minimizes Total Cost of Ownership (TCO) by reducing the need for operational and administrative training and special maintenance. Additionally, the DMG4000 Gateway keeps the number of devices needed to support Office Communications Server 2007 to a minimum, which reduces hardware maintenance, because the gateway is designed for the Office Communications Server 2007 role of Mediation Server, which is Microsoft's technology for providing PSTN and PBX interoperability, high-fidelity VoIP, and security.

"For us, it was essential to migrate from one system to another as quickly as possible, to ensure minimal disruptions to the users," explained Hannes Krall, Systems Manager at the Telekom Austria Group. "We had previously tested the Dialogic Media Gateway while participating in the Microsoft TAP Program (Technology Adoption Program), so we were already familiar with the product and its reputation for seamless integration and unmatched reliability."

Because installation and integration of the DMG4000 Gateway is simple, Telekom Austria was able to self-install the gateway and deploy it without the need for an external integrator, which would have been more costly and caused delay. "The integration of the OCS with Active Directory and the Dialogic Gateway was very swift. Once the new servers and gateway were installed, users were easily migrated," remembered Krall.

Results

With the DMG4000 Gateway enabling the interconnection between Office Communications Server 2007 and the company's legacy Alcatel 4400 PBX, Telekom Austria's staff is enjoying many benefits. The new UC solution offers a powerful total communications system, which has resulted in improved collaboration, communications, voice quality, and end user experience along with a consolidation of communications methods and applications with many positive effects.

"The new solution has increased Telekom Austria's efficiency and has resulted in substantial cost savings, while the consolidation of communication methods and applications additionally provide service and network independence," said Krall. "Being a future-proof and scalable system, it expands Telekom Austria's value chain and service offerings to the market."

With more than 10,000 employees throughout Austria and another 5,000+ staff members located at international sites within the Telekom Austria Group — many of them mobile — the combination of Office Communications Server and the DMG4000 Gateway at the company headquarters in Vienna has enabled the use of one central phone number for all employees and many other "presence" features to help them stay connected.

To date, Telekom Austria has not experienced any outages, reported Krall, and "the Dialogic Media Gateway has proven to be every bit as reliable as we believed it would be, and is an integral component of our unified communications solution, which has enabled the consolidation of various communications methods, considerably streamlining internal communications at Telekom Austria."

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About Telekom Austria TA AG

Telekom Austria TA AG is the “fixed net” segment of the Telekom Austria Group and handles voice telephony and the increasingly important business areas of data and IT solutions, Internet access, value-added and wholesale services. The fixed net segment is represented outside Austria by Czech On Line, a leading alternative Internet service provider in the Czech Republic; eTel, a European integrated operator with operations in Austria and Central-Eastern Europe; and smaller subsidiaries, which operate the optical fiber ring Telekom Austria JetStream.

For more information about the Telekom Austria TA AG, visit www.telekomaustria.com.

About Dialogic Corporation

Dialogic Corporation is a leading provider of world-class technologies based on open standards that enable innovative mobile, video, IP, and TDM solutions for Network Service Providers and Enterprise Communication Networks. Dialogic's customers and partners rely on its leading-edge, flexible components to rapidly deploy value-added solutions around the world.

For more Information, visit www.dialogic.com.

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Information about Telekom Austria TA AG has been provided by Telekom Austria TA AG for this case study.