

Unified Messaging Improves Efficiency for IT Consultants at Siemens' Subsidiary HEC GmbH



SIEMENS

Dialogic® 3000 Media Gateway Enables PSTN-IP Connectivity for Microsoft® Exchange Server 2007

Case Summary

Challenge

The consulting firm HEC GmbH wanted to improve customer service and its own efficiency by adopting unified messaging (UM). But HEC faced a challenge common to other businesses that wish to adopt UM: it needed to connect its legacy phone system with its IT system.

Solution

HEC moved from Microsoft Exchange Server 2003 to Microsoft Exchange Server 2007 to take advantage of the UM functionality in the new Microsoft release. On the advice of its parent company Siemens, HEC also successfully connected its IP system to the PSTN with a Dialogic® 3000 Media Gateway.

Challenge

The entire 70-person staff of HEC GmbH, a consulting subsidiary of Siemens, prides itself on communicating sound advice to its clients as efficiently as possible.

Responsiveness via the best communications system available is a top priority for HEC because its consultants often work onsite at client offices and need to keep in touch with the home office and with all project teams. Juggling email on HEC's Microsoft® Exchange Server 2003 system with voice mail on various phone systems was time consuming for consultants, and sometimes led to delayed responses, especially when communicating with project teams or making unexpected scheduling changes. HEC was also concerned that streamlining its system at a reasonable cost might be blocked by the necessity of connecting its IT and telephony infrastructures.

Solution

As a subsidiary of Siemens, HEC became aware of the attractive new unified messaging features of Microsoft® Exchange Server 2007. These features allow access to email and voice mail in an integrated personal mailbox for each staff member. Also included are new communication vehicles such as telephone menu voice control with text-to-speech email and calendar functions that allow text information to be read aloud over the phone. User friendly functions such as deadline shifting with a few clicks on a cell-phone keypad or via voice entry promised to deliver communication in real-time for project teams.

Dialogic Enables Critical Connection between IT and Telephony Infrastructure

After speaking with experts at its parent company's Microsoft Infrastructure Consulting Business, HEC was able to move forward

quickly with its adoption of UM because HEC learned that the critical connection between the IT (email) and telephony (voice mail) infrastructures was not an issue. The Dialogic® 3000 Media Gateway Series (DMG3000) provides an IP-PSTN connection that is easy to configure and manage. Successfully tested for interoperability by Dialogic and approved for use by Microsoft with Exchange Server 2007, the DMG3000 can connect traditional telecommunications with modern IP-based technology.

Using the DMG3000 eliminated the expense of replacing HEC's existing communications system when deploying sophisticated UM technology. The DMG3000 also has the advantage of including Dialogic® Diva® technology, which is field-proven for use with VoIP and UM systems.

UM Implemented in Phases

With its parent company Siemens assisting as system integrator, HEC began its move to UM at the beginning of 2007. Dialogic was also ready to share its rich telecom experience, gathered over more than 20 years.

Before actual implementation began, the existing telecom infrastructure was linked to the IP-based communications infrastructure with a DMG3000. This part of the process proceeded quickly and smoothly because the DMG3000 supports many different QSIG variants for easy integration into a telephone installation.

The actual implementation of Microsoft Exchange Server 2007 then followed. The first phase began in the spring of 2007 with an evaluation of the Exchange Server 2007 feature package, followed by installation and configuration in line with the requirements of HEC. After the first phase was successfully completed, a three-week test phase followed with ten members of the HEC staff, all of whom were already acquainted with the new features. In the final step, all HEC employees were linked into the new system.

Thanks to careful planning and the easy installation and configuration of the Dialogic and Microsoft products, the new technology was deployed quickly and readily adopted by HEC's staff.

Results

Through their personal mailboxes, HEC employees can now access all their voice and email messages from a single source via their laptops or the telephone (landline or mobile). They save time because they no longer need to switch systems and devices, and they can take advantage of many additional features, which allow streamlined project management and far more responsive customer contact. The DMG3000 provides access to the phone system.

HEC's New System Improves Customer Relations

Julio Cerezo, a manager at HEC, is very pleased. "This new functionality facilitates communication within the project teams," he commented, "and leads to improved customer service and increased customer satisfaction. For instance, our consultants are now accessible to customers at all times and are in a position to utilize waiting time at airports or rail stations productively. Also, unexpected late arrivals can be accommodated, as appointments can be rescheduled easily with a few clicks on a cell phone keyboard and meeting participants automatically informed of appointment postponements."

Andreas Essing, Director of the Microsoft Infrastructure Consulting Business at Siemens IT Solutions and Services, Siemens AG, who helped with the implementation and installation of the DMG3000, commented:

"With a partner such as Dialogic, which has over 20 years of accumulated telecom know-how, we feel we are in good hands with the merging of what were previously two separate worlds — voice and data. In this case the installation and configuration of the gateways went absolutely without a hitch, and now form a reliable building block in the new ICT infrastructure. All in all, working with Dialogic impressed us in terms of its high grade products and the excellent support during each phase of the project. We are already looking forward to being able to build on this positive experience in the future."

About HEC GmbH

A Siemens subsidiary with a staff of 70, HEC GmbH (Hanseatic Software Development and Consulting Ltd) offers consulting and software solutions for medium-sized companies, in particular for organizations involved in finance and health care and for utilities and government procurement offices. All of HEC's clients profit from the Bremen-based consultancy's 20 years of expertise in analysis, planning, reorganization, and business process optimization. For more information, visit www.hec.de.

About Dialogic Corporation

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