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Smooth communication – Making phone calls with Apple Macintosh

The DACHCOM communications agency has a number of agency locations in Switzerland, the Principality of Liechtenstein and Germany. The new AVAYA telephone system that has been installed in stages by T&N increases the professionalism of the voice communication and facilitates the cooperation between the agencies. In doing this, the advantages of modern telephone systems are also used on Mac OS X und Windows computers.

>>> Initial situation

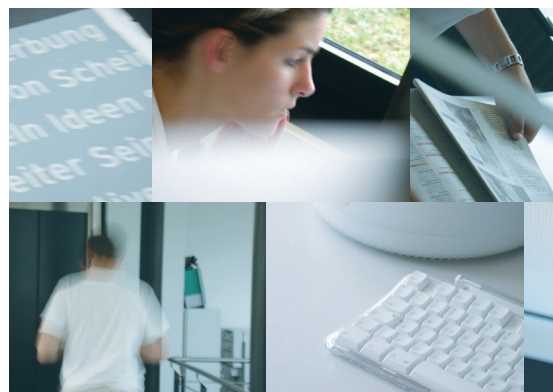
The DACHCOM communications agency employs a total of 62 workers, and is a member of the Confederation of leading Swiss Advertising Agencies (BSW). The agency group has branches in Rheineck, Winterthur, Bern, Schaan and Lindau. The telephone system that was previously in use had a limited functionality and consisted of heterogeneous island solutions. It was possible to dial internal telephone numbers by programming the installation, but this procedure was difficult to implement as each system had to be set up individually. The telephone installations in Rheineck und Winterthur also had to be replaced, as manufacturer support was no longer guaranteed. <

>>> Requirement profile

The requirements was for a modern system solution through which the availability of employees and their user comfort when communicating could be increased and be administered centrally. It should also directly communicate with the Microsoft Exchange Groupware and be able to access the databases of Exchange. The very special requirement: As DACHCOM works to 90% with Macintosh systems, the solution must also function smoothly with both Windows und Mac OS X. In addition, the solution should be as future-secure as possible and offer a later expansion to VoIP. A possibility of managing Voice Mail centrally was also required. <



Headquarter of DACHCOM in Rheineck





GO ON
STEP BY STEP

>>> Solution

After a lengthy evaluation phase, DACHCOM decided in favour of T&N as a partner and for the system solution von AVAYA. As the system consists of independent, networked individual systems, the introduction could be carried out in stages in each agency. In each agency, the solution was first installed, was thoroughly tested and was finally explained in agreement with the agency management and the employees and put into operation. The control and programming by the internal system administrator takes place easily and is now independent of location. Recurring adaptations can therefore be carried out very quickly. With the AVAYA solution, direct dialling from the Microsoft Outlook Mail program is possible with Windows computers. Under Apple OS X, this takes place with Entourage from Microsoft and the additional software Teamcall Express from ilink. All employees are thereby able to completely manage master address lists, telephone numbers etc. in Microsoft Exchange and to make them available to the whole group. In addition, all employees can now set up their personal Voice Mail in the system and can forward their calls to a mobile telephone or to other fixed network connections in case of absence. <

>>> Benefits

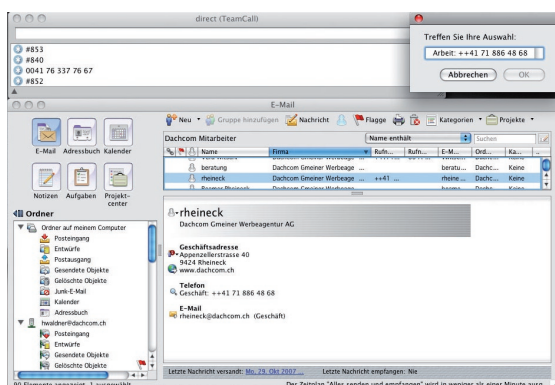
The solution from T&N connects Macintosh and PC workstations using the telephone. It increases the convenience and the efficiency in dialling, phoning, forwarding or reprogramming the system in a very practical way. The simplicity of operation and specific functionalities are highly appreciated by the team. The handling of the telephone exchange and the system administration has been simplified by AVAYA. In particular, the availability of the employees has been improved. The possibility of communicating without friction losses by means of the telephone, Macintosh and Windows PCs, based on state-of-the-art technology with the option of changing over to VoIP at a later date – all this convinced the communication professionals at DACHCOM. <

Technical solution for Dachcom

- 3 AVAYA IP Office 406v2 system models
- 2 AVAYA IP Office Small Office Edition system models
- 1 central Voice Mail service
- Integration of the Macintosh systems directly through the software and TeamCall Express from ilink

Benefits

- Uniform platform
- Central management
- Central data source for CTI (selection from Macintosh)
- Benefits of the data lines between the locations



Entourage of Microsoft with additional software direct of ilink