

Unify OpenScape Business

A highly scalable, flexible, and future-proof all-IP solution for Ferrara Architekten AG in Basel



FERRARA ARCHITEKTEN AG

Atos

The Basel-based architecture firm is developing sustainable context-oriented planning concepts. The company's primary objective is to achieve a symbiosis of user requirements with context-oriented construction and design, while ensuring that deadlines and budgets are met. Its entirely macOS-based working environment also needs to live up to these high standards.

The Task:

Ferrara Architekten AG has grown rapidly since it was founded in 2005. The communications solution installed at the company's original headquarters was inflexible, extremely complicated, and high-maintenance, as it was based entirely on analog technology. Despite many costly and time-consuming upgrades, the system was increasingly incapable of meeting the company's constantly growing demands for efficient collaboration within project teams. In addition, there was no way to integrate the architecture firm's computer workstations, which all ran the Apple operating system macOS, into the existing communications system. For this reason, the company wanted a future-proof and successful all-IP communications solution that could grow seamlessly with its demands while enabling the integration of its existing desktop systems.

The Solution:

Having grown to over 35 employees, the architecture firm moved to a new location on its 10-year anniversary. Plans were made, not only to renew the IT and network infrastructure, but also to implement a complete IP-based communications solution that would satisfy all requirements from one source.

Following an in-depth joint analysis of requirements, the long-standing ICT service provider and preferred integration partner Axians COM AG recommended Atos Unify OpenScape Business from Atos Unify with the myPortal Smart desktop client. The complete solution was developed specifically with the requirements of small and medium-sized enterprises in mind, and is also one of the few Unified Communications solutions on the market to allow the integration of macOS-based desktop systems.

The Benefits:

Thanks to exemplary planning and preparation, the new IT and network infrastructure and the all-IP communications solution with IP phones were available to the company in full immediately after it moved into the new location. Operation was only interrupted for two working days, which were planned for the move anyway. After a short training period, the solution was very quickly adopted, and was received positively by all users. Above all, users appreciate the intuitive usability, the presence and UC functions, and the One Number Service, which allows all employees to be contacted at any time, on any device, via their office number. Thanks to OpenScape Business, all employees can now concentrate fully on their core tasks, allowing them to work in their various teams as efficiently, flexibly, and productively as necessary to meet the high demands of the renowned architecture firm's projects and clients.



Investment Protection Through Integration

As OpenScape Business supports the seamless integration of macOS operating systems in addition to modern IP phones, the architecture firm can continue to use its existing hardware in the long term and optimally protect all its associated investments. At the same time, the ability to integrate the hardware with the myPortal Smart desktop client, as described above, means it is no longer necessary to acquire, administer, and maintain additional hardware and server systems running on a different operating system, saving the company time and money. This time and money can be spent much more effectively on other important tasks and investments which help the company to sustainably promote its core business and success while continuing to grow. Together with its integration partner Axians COM AG, the communications solution from Atos Unify also fully lived up to the expectations of Ferrara Architekten in this regard.

“With OpenScape Business, our work groups can finally cooperate in a purely macOS-based environment as flexibly as our demanding projects require - with maximum efficiency and productivity, and always reliably supported by our new all-IP communications system.”

Jan Wortmann,

Dipl. Ing. Architect, member of the executive board and IT manager at Ferrara Architekten AG

Easy to Use and Maintain

Appropriately trained and authorized employees can now adapt the OpenScape Business environment to new or modified requirements largely independently, via the userfriendly web-based administration interface. They only rarely have to rely on the help of an external support provider. This means it takes very little time to assign and expand the relevant project teams. If more of a complex technical challenge comes up, however, the integration partner Axians COM AG can identify and manage it via online remote access in most cases. In this way, the company retains complete control over its future-proof all-IP communications solution at all times, while avoiding unnecessary work interruptions, travel expenses, and maintenance costs.

Future-Proof, Cost-Saving, and User-Friendly

As a complete high-quality UC solution, OpenScape Business is so highly scalable that it can easily grow with the requirements of Ferrara Architekten. At the same time, it ensures that the company is already prepared for all IP and fully equipped for the coming change in communications technology. This means that the company can rest assured that the installed communications solution will continue to seamlessly and flexibly support its long term requirements, without requiring additional investments. Instead of always having to watch out for the potential limitations of the technology running in the background like they did before, all staff members at Ferrara Architekten AG can now give their full attention to performing their daily tasks in whichever way they prefer. OpenScape Business and the myPortal Smart desktop client constantly and reliably support employees thanks to their innovative and user-friendly Unified Communications functions. In the near future, Ferrara Architekten also plans to upgrade its OpenScape Business solution to UC Suite in collaboration with its integration partner Axians COM AG, in order to benefit from further useful UC functions and synergies in its IT environment.



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