

The logo for Frings Informatic Solutions GmbH, featuring the word "FRINGS" in white capital letters on a red rectangular background.The logo for P.J. Dahlhausen & Co. GmbH, featuring the company name in orange text.The main title of the case study, "UNIFIED COMMUNICATIONS REPLACES THE TRADITIONAL TELEPHONY", displayed in white capital letters on a dark grey background. The background of the entire top section features a collage of medical icons (cross, heart, eye, stethoscope, etc.) and a molecular structure.

P.J. Dahlhausen is so satisfied with the new solution SwyxWare, that it also connected its branch office in Eastern Germany to the new telephone system at the headquarter in Cologne.

*DAHLHAUSEN Medical Technology in Cologne, a company with a long-standing tradition, changes its telephone system to the Voice-over-IP solution from the Swyx Solution AG in only two weeks.*

DAHLHAUSEN Medical Technology was founded in 1854 in Cologne for the production and sales of surgical instruments. Today, P.J. Dahlhausen & Co. GmbH is one of the most important international providers in this sector. The current versatile product range in connection with a market-oriented specialization shows that DAHLHAUSEN is geared to the requirements of modern medical technology. Today, the company has more than 100 employees.

After the strong corporate growth the management decided to replace the existing telephone system with a more modern and flexible system, the Unified Communications solution from the Swyx Solution AG. P.J. Dahlhausen & Co. GmbH wanted a communication solution which could realise its existing complex business processes more efficiently and cost-effectively, facilitate the technical administration and make it even more flexible.

Frings Informatic Solutions GmbH as a competent Swyx-Gold partner stood up to large companies such as Siemens, Alcatel, and Cisco during the call for proposals. It received the order for the installation of the sophisticated new Voice-over-IP technology. Thanks to the excellent preparation by the client on the IT infrastructure, the new system was able to be installed within only two weeks. The cabling of all worksta-



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tions was already well-structured and the complete network was modified so that the installation of the SwyxWare was able to be carried out quickly and without any complications by the Frings Informativ Solutions technicians. Additional investments in the network infrastructure were not necessary, as the SwyxWare can be conveniently controlled via the Microsoft Management panel. The in-house system administrator requires no special training for the administration and maintenance of the new software.

The employees were quickly convinced of the functional versatility of the SwyxWare. Everyday work is extremely facilitated for them with the SwyxWare and therefore, enables more efficient workflows. The switchboard staff is now spared routine work through the new communication solution and can now focus on more sophisticated tasks. P.J. Dahlhausen & Co. GmbH was so satisfied with the new solution, that it also connected its branch office in Eastern Germany to the new telephone system at the headquarters in Cologne.

#### THE SWYX ADVANTAGES AT A GLANCE

- >> Low risk investment: due to ongoing software updates the system does not become obsolete
- >> Increase of productivity: e.g. direct selection from Microsoft Outlook, name resolution of incoming calls or voice mail as well as incoming and outgoing fax function at the work station.
- >> Improvement of the reachability for clients: e.g. through intelligent rerouting functions (Call-Routing-Manager) or Interactive-Voice-Response (IVR).
- >> No technician costs: now, modifications and settings on the telephone system can be handled internally
- >> No investment costs for the infrastructure.
- >> Easy scalability: now, new employees can be immediately activated.
- >> Easy expandability: new additional functions or features are simply entered as a software update.
- >> No time-consuming administrator training necessary
- >> Save call charges: use of IP connections between the various locations
- >> Use of open standards as well as easy integration of language, fax, and mail services (Unified Messaging)

PROJECT-OVERVIEW	
Sector:	Wholesale
Range:	100 User
Applied components:	
>> 1x server PCs with Microsoft Windows	
>> SwyxProfessional	
>> 2x ISDN gateways SwyxGate-S2m (each with 30 language channels)	
>> IP table top telephones SwyxPhone	
>> 2x 24-port-IP-AB adapter to connect analogue fax devices	

