

snom

# Case Study Fitesa Germany GmbH

New low-cost, flexible, scalable and  
mobile telephony solution based on  
DECT IP Phones

### Section 1 - Background

Fitesa are manufacturers of nonwoven fabrics for use in hygiene, medical and industrial specialty applications. Fitesa has ten locations in eight countries worldwide with headquarters in the United States of America. Fitesa Germany GmbH was founded 1969 and is based in Peine, Lower Saxony.

### Section 2 – Problem

Fitesa were no longer satisfied with their existing telephone system which was proving costly and inflexible and no longer met the technical and functional requirements of the business.

Fitesa were looking for a modern low-cost, flexible and, scalable telephony solution to cover their 30,000 square meters office, production and warehouse facilities. They were seeking a solution that would allow them to perform both the administration of the system and the configuration and remote maintenance of IP end devices themselves. They required a system that could be seamlessly integrated into their existing VMWare environment and provide mobile coverage throughout the entire site. They also needed the system to integrate with Outlook and to support a one number concept so that staff could be contacted on a single extension irrespective of their location. Fitesa attached great importance to the intuitive use of the system and the ability to be automatically configured and administered. Finally they required that costs should remain manageable.

### Section 3 – Solution

Fitesa were very happy with their current supplier and appointed Bel Net GmbH from Braunschweig to do not only the integration of the modern telephony system but also all the electrical work associated with the network.

Bel Net provided an onsite survey to determine if site wide DECT coverage would be possible. This analysis formed the basis for the final solution. The UCware server provided a high-performance and flexible IP-PBX with additional UCware mobile and UCware Outlook add-in modules. DECT phones from Panasonic and 40 x Snom 710 and the 720 IP

desk phones were provided for the offices and the production area. Five freely programmable function keys provided direct access to stored contacts or shortcuts.

To avoid any disruption to the business the original telephone system remained during the test phase and the final solution went live in January, outside of working hours. A two-hour training session was provided to familiarise the 40 key users with the new IP-PBX and phones. The knowledge gained was then passed to their colleagues.

### Section 4 - Benefits

Fitesa is fully satisfied with the new telephony system. Compared to the old system, the new IP-PBX is not only less expensive to purchase and operate, but also considerably more flexible and scalable and able to be managed without involving external technicians. Fitesa use the telephones hot desking capability and staff can log on to any phone and they are immediately accessible on their single extension regardless of whether they are at their desk or on the floor. The Snom telephones can be administered from the web interface for configuration, and set up remotely using Auto-provisioning.

### Section 5 - Future

Bel Net and Fitesa continue to work on the project and Bel Net provide second-level support. Future plans under consideration include more branches on the combined DECT solution and further Snom IP phones.



*"We have recommended Snom IP phones to Fitesa because they are flexible and low-cost devices that provide all functionality that need the companies in their daily work Snom knows the German market like no other provider and has IP devices Ideally matched to the needs of its customers."*

**René Stegmaier, Head of Unified Communications, BEL NET**

*"We can manage the IP PBX without external technicians. A great advantage which saves us time and money, and the Snom telephones offer server-based feature like access to the call lists, establishment of call forwarding and rendering of XML content."*

**Dirk Mueller CIO Fitesa Germany GmbH**