

winterhalter

Industry

- Manufacturing

Daily Use

- High availability wireless telephony for mobile employees within the company grounds

Solution

- 250 Spectralink 8400 Wi-Fi handsets complement the high availability concept of the Winterhalter GmbH due to its superior voice quality

Result and benefit

- The handsets enable a central configuration and administration and help to save manpower and costs
- Spectralink 8400 handsets offer a wide range of functionalities, excellent voice quality as well as an easy handling
- The SAFE solution provides more workplace security in the chemistry laboratory

“The Spectralink 84-Series passed our extensive tests with flying colors. While the LDAP survey did not work right away, the Spectralink team improved this immediately, so that any potential issues were eliminated.”

—Michael Möbius
external IT consultant

A Clear Reception

Spectralink Wi-Fi devices helps Winterhalter GmbH achieve high-availability communications

About the Company

For the past 65 years, Winterhalter GmbH has been the top brand of commercial dishwashers “made in Germany”. Headquartered in the idyllic Meckenbeuren, the family-owned company produces and sells its commercial dishwashers to catering and hotel companies all over the world - ranging from the Europa Park Rust over the Sydney Opera House to the luxury hotel Taj Mahal. Today, the company has more than 1,000 employees in 70 countries. The company acquired three new main buildings, measuring a total of 7,300-square-meters, containing the entire production and laboratory premises, as well as the IT and operations divisions. Winterhalter is also anticipating space for future workplaces as the company continues to grow.

The Challenge

Before the company relocated in spring 2013, the team run by Markus Ritter, team leader of infrastructure data processing and organization at Winterhalter, was looking for a modern communication solution suitable for a global company. In its previous location, Winterhalter had implemented a traditional DECT system - consisting of 17 base stations with corresponding terminals. Due to the relocation, the company replaced this system with Wi-Fi, as there were now several buildings that needed to be connected. Furthermore, Winterhalter wanted to be able to centrally configure and manage all telephone systems - including across other locations. The team had also been given a clear mandate to build a modern, stable communication infrastructure for all of the company's buildings and divisions, which ensures high availability for all employees. With staff mobility and easy customer accessibility being Winterhalter's key priorities, the company's mostly mobile employees across all departments would need to be able to connect via Wi-Fi.

The Selection Process

When selecting the provider for its new wireless infrastructure, the project team knew exactly what they were looking for: a new voice over Wi-Fi system should include approximately 90 access points by LANCOM and the unified communications solution by Swyx. It was looking for mobile Wi-Fi phones that can be easily integrated into this infrastructure and meet the demand for high availability. The team conducted market research, which quickly showed that the providers which fit these requirements were quite limited. Only two manufacturers met the specifications for the centralized management of devices: one of them was Spectralink, a Danish-American company that specializes in mobile communication solutions. The 84-Series Spectralink Wi-Fi phones made it to the next step of the selection process and a series of functionality tests were run. Besides the size of the device's phone book, the ability to access LDAP, voice quality, and the integration into the Wi-Fi system were tested.

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— Michael Möbius, external IT consultant

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Spectralink met all of Winterhalter’s technical requirements and the customer support the company received exceptional. As a result, the team selected Spectralink.

The Solution

Winterhalter purchased 180 Spectralink 84-Series Wi-Fi phones to equip its mobile employees without traditional desktop workplaces. They can now be easily accessible in every corner of the premises.

“After the familiarization phase, in which employees had to get used to the slightly larger Wi-Fi devices, compared to the previous DECT devices, they were very pleased with our choice. We were especially impressed with the voice quality, the functionality and the ease of use of the Spectralink devices,” says Möbius.

The employees in the production area and the chemical laboratories also benefited from another important function of the phones: a SAFE switch monitors employees with jobs classified as “potentially dangerous” via motion sensor. If the monitored person is in an emergency situation and is no longer moving, the phone immediately triggers an alarm. As such, the Wi-Fi phones provide increased safety in the workplace.

The new high-availability design is based on the fail-over-functionality principle for all devices - whether stationary or mobile. Should the first telephony server fail, a backup server automatically takes over. As Winterhalter uses Swyx software, a minor manual intervention on the Spectralink devices is necessary in such emergencies. “This action establishes a smooth backup, and we can live with this need to manually adjust the device,” says Möbius.

Overall, Winterhalter was very impressed by the teams’ cooperation in distribution and support. Ultimately, the project to build a new, modern and highly available infrastructure was a major success. The equipment, which was successfully integrated in the company’s headquarters, is now being used in other locations across Switzerland and four other German branches. In total, Winterhalter is now using 250 Spectralink devices.

“We have successfully integrated the devices into our operations. As we continue to optimally utilize and manage the devices, we are looking forward to use the knowledge and synergies we have gained across as many sites as possible,” concludes Möbius.

To find out how Spectralink can help your organization, visit us at spectralink.com or speak with a Spectralink Account Representative.

About Spectralink

Spectralink, a global leader in wireless solutions, solves the everyday problems of mobile workers through technology, innovation and integration that enable them to do their jobs better. By constantly listening to how customers move through their workdays, Spectralink is able to develop reliable, enterprise-grade voice and data solutions and deliver them through a powerful, durable device.



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