

Freudenberg Sealing Technologies

Industry

Manufacturing

Daily Use

- Improved communication for the staff at production and storage sites

Solution

- Over 400 Spectralink DECT handsets including the 7540 and 7620
- Seamless integration to Microsoft® Lync®

Results and Benefits

- The Spectralink solution saved time and costs
- The firmware-based solution enables fast responses and improved customer service

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—Steffan Haas
Head of IT Infrastructure,
Freudenberg Sealing Technologies

Freudenberg Sealing Technologies Deploys Spectralink Mobility Solutions to improve employee productivity and availability

Direct integration with Microsoft® Lync® simplifies deployment and administration

The Company

Freudenberg Sealing Technologies (FST) located in Weinheim, Germany is the biggest subsidiary of the family-owned Freudenberg Group. Formerly known as Freudenberg Dichtungs- und Schwingungstechnik, Freudenberg Sealing Technologies today is an internationally renowned and innovative supplier and partner to many industries including the automobile industry, machine construction, process engineering, medical engineering, food industry as well as industrial farming. FST has over 12,000 employees worldwide in over 50 locations and over 22 production sites in Austria, Czech Republic, France, Germany, Great Britain, Hungary, Italy, Spain and Turkey.

The Challenge

Modern communication tools and staff availability are at the top of the priority list for Freudenberg Sealing Technologies. Since 2007 it has relied on the Unified Communications platform Microsoft® Lync® (formerly Microsoft OCS). Its goal was to reduce travel costs and enable employees to use one platform for internal and external collaboration.

Steffan Haas, Head of IT infrastructure at FST says: “After we deployed Microsoft Lync almost everywhere in the company, the users suggested to extend the solution. At a couple of sites we were still using old telephone systems. Two of our organisations were moving sites and could not take their existing system with them. Therefore we decided to use Microsoft Lync for our day-to-day telephony as well.”

Soon after that, FST faced the challenge of integrating its mobile workforce into its existing communications infrastructure. “Our employees have to stay flexible and be available everywhere in the company. Normal wireless handsets are not suited for our production sites or in the storage buildings. Therefore we are using special in-building wireless solutions,” says Haas. “Especially in the production division, the staff are moving around the buildings two thirds of the time - in storage the number is even higher. These employees are hardly at their desks but still have to be available. Furthermore, secretaries and assistants at production sites also move a lot between production and the office.”

For all those reasons FST was looking for a mobile in-building solution that was suited for use in the rougher manufacturing environments. The handsets needed to be resistant to dust, water and other liquids. The solution was also required to easily integrate with Microsoft Lync without additional administration or gateways. Market research showed that at the given time there was no such offer available. FST’s distribution partner knew that Spectralink, a leading vendor of mobile wireless solutions for the manufacturing industry, was working on a direct integration of its wireless solution into Microsoft Lync.

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— Steffan Haas, Head of IT Infrastructure, Freudenberg Sealing Technologies

The Solution

“The solution we were looking for was not officially launched yet. But Spectralink was able to offer exactly what we wanted. Although the project was still at an early stage, it made fast progress. Spectralink provided us with beta versions of its DECT solution. Two developers came to our sites and were available throughout the entire deployment process. The Spectralink support team answered our technical questions via remote access within one or two days maximum,” explains Haas. Finally FST could integrate over 400 employees at six sites with the DECT solution and handsets that were specifically designed for the manufacturing environment.

FST is primarily using the Spectralink 7540 and 7620 DECT handsets. The Spectralink 7540 is a bluetooth device that can be used with corresponding headsets and is ideal for assistants and secretaries working at production sites. In storage and production it is essential to have robust devices that are easy to clean and shock resistant. Therefore employees who work directly in production were provided with Spectralink 7620 handsets.

The Results

“Spectralink’s solution helped us to provide our people in storage and production with an in-building solution without increasing our administrative work,” says Haas. “New users are just registered with Microsoft Lync and automatically receive their phone numbers. With the help of this direct integration into the existing Unified Communications platform the time spent on administrative work remains at a minimum. The devices are robust and reliable and offer a good range.”

FST was especially impressed with Spectralink’s strong customer service ethic. “The collaboration during the initial phase worked well. Since the solutions are firmware-based, Spectralink responds quickly to customer’s feature requests. The support was very responsive and reliable from the first minute onwards. All in all, the DECT solution is exactly what we wanted,” concludes Haas.

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.

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



Spectralink
2560 55th Street
Boulder, CO 80301
Tel: +1 800 775 5330
info@spectralink.com
spectralink.com