

LA FRANÇAISE

Industry

Financial

Daily Use

- Communication mobility for IT technicians and general staff throughout the 12-story building and property

Solution

- The Spectralink DECT solution was the most suitable one for the changing needs of La Française Group in terms of mobility and cost effectiveness
- The Spectralink solution is compatible with Microsoft® Lync™

Results and Benefits

- Employees who use the Spectralink mobile handsets regained the mobility they required and do not drop any calls; they also noted the solution is a real time-saver
- The integrated Spectralink solution with Microsoft Lync also allowed La Française Group to maintain costs in terms of employee mobility

“We are pleased with the Spectralink solution which responded to our needs in terms of regaining mobility for our employees, and we would be happy to work with them again.”

—Nicolas Monget
IT Director, La Française Group

La Française Group Improves Employee Productivity and Mobility at Work

About La Française Group

La Française Group (the Group) is an asset management group that manages more than \$37 billion in assets for a diverse clientèle: private and institutional investors, wealth management advisors, banks and networks. It has 450 staff, a platform in Luxembourg and has offices in Spain, Switzerland, Italy, Germany, Benelux and Nordic countries.

Founded in 1975, La Française Group, a subsidiary of Crédit Mutuel Nord Europe, specialises in asset management and is known for its innovation and close customer relationships.

The Challenge

La Française Group was using a PBX with, among other systems, a traditional DECT-based phone system providing mobility in its office building, and Windows for its IT infrastructure. Towards the end of 2011, the group decided to migrate to Microsoft® Lync™ which offers a significant evolution with regards to unified messaging and matches its new international needs.

Nicolas Monget, IT Director at La Française Group said: “The Group has an international dimension, so we could no longer limit ourselves to the classic telephony system. The various features of Microsoft Lync, such as the meetings organised by our General Manager with employees who are based in different countries, the panoramic camera system, presence status, instant messaging, applications sharing, etc., required a better telephony solution.”

A communications problem was identified early on in the Microsoft Lync implementation. La Française Group wished to maintain the communications mobility in its Parisian building, as well as its rich functionality, which included voicemail, call transfer, conferencing facilities for up to three people, short dials, personal phone books and call pick-up.

These needs were first associated to IT technicians and those working in general administration who move around a lot in the 12-story building (of which four are sub-floors including a garage), but also some staff (executive assistants, senior management), who appreciated their ability to remain in touch, even when at the coffee machine or taking part in teamwork in closed offices.

In addition, the Group had to find a solution for total coverage of the property knowing that the use of Bluetooth was limited to 20 meters.

The Solution

In January 2012, La Française Group contacted Tiptel, a Spectralink distributor in France, which put forward a Spectralink DECT solution to maintain and improve the in-building communications solution La Française Group was looking for.

To meet the needs of La Française Group, an integrated solution for the Group's new computer system was proposed including Spectralink's DECT wireless solution, compatible with Microsoft Lync. The IT team within the Group were trained on this solution.

All together, La Française Group uses 235 Spectralink Butterfly handsets, 46 IP-DECT Base Stations, 10 Media Resources (which increase the number of channels available; allowing 100 simultaneous communications) and one Wireless Server with redundancy (second system provides added security).

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— Nicolas Monget, IT Director, La Française Group

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The Tiptel team entrusted three DECT prototypes to La Française Group’s IT team for evaluation. In addition, three pilot trial users, including employees at all levels on the technophobia to technophilia scale, were selected from a group who were already using the DECT- PBX.

The project took place over four months, beginning with Spectralink’s two-day study of the building coverage, and then the deployment of the base stations.

Thanks to the building coverage audit carried out in advance and the IT team and pilot users who really invested their time into training and testing the equipment, the decision to go ahead was made quickly.

Isabelle Huon, General Manager at Tiptel, Spectralink’s distributor in France, confirms the project success with La Française Group: “The customer was heavily involved in this project, they responded well to the building coverage audit by our team which matched their needs; and the installation was a success.”

The project leaders had to work with the teams and organise tests with executive assistants who needed to be reachable at all times due to their duties and work environment. For example, they often move between open space and closed offices, from meeting rooms to the photocopier, and need to have their mobile handset with them at all times in order to never miss a call.

Training on how to use the Spectralink handsets was provided to users. Employees who quickly adopted the wireless handsets had positive things to say about it. One example of training was on ‘call parking’:

*Jacqueline receives a call from George, who is trying to reach François;
Jacqueline puts George on hold and calls François, who accepts the call;
Jacqueline takes the line back in order to transfer George to François.*

The team had thought of a way to anticipate these needs in order to reduce waiting time: pre-register phone numbers that are used in their Spectralink Butterfly mobile handsets.

The Results

“We are pleased with the Spectralink solution which responded to our needs in terms of regaining mobility for our employees, and we would be happy to work with them again,” continued Mr. Monget. “We’ve already had two customer leads in relation to Microsoft Lync, which is an unexpected positive outcome of the project!”

Jacky Filoche, Project Manager at Tiptel said: “As provider and support services manager, the project was a success; the recommended timeline was met and the project is a showcase for us for other customers.”

To find out how Spectralink can help your organisation, 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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