

Overcoming Noise: ALPLA Finds Call Clarity and Enhances Collaboration with Spectralink and Microsoft Teams



ALPLA

INDUSTRY

Manufacturing

USE CASE

Heavy mobile calling in noisy concrete building; UC collaboration; solution management

SPECTRALINK SOLUTIONS

DECT solution, including S33 handsets integrated with Microsoft Teams

Spectralink AMIE for IP-DECT

Key Benefits:

- In-call noise reduction
- Improved call quality and communication
- Reduced user frustration
- Seamless UC experience
- Simplified solution management across multiple sites
- Access to critical insights
- Reduced time spent troubleshooting and managing fleets

ALPLA, a global packaging solutions company with sustainability at its heart, places immense value on its biggest asset—its people. Enhancing mobile voice communication for their extensive manufacturing team became a priority in their loud and expansive factories. By embracing Spectralink's S33 DECT handsets featuring noise cancellation and seamless integration with UC giant Microsoft Teams, ALPLA boosted on-floor communication and reduced user frustration. Along with the management capabilities of AMIE, Spectralink's mobile analytics platform, the strategic implementation saved the team precious time and fostered a thriving team environment.

Challenge: ALPLA: A Manufacturing Giant Seeks a Communication Upgrade

ALPLA faced a growing communication challenge across its many European manufacturing facilities. Noise levels on the production floor were making clear communication increasingly difficult for mobile workers. Relying heavily on voice calls for critical operations, ALPLA required a solution that would deliver superior audio quality and reduce user frustration from excessive, disruptive background noise. Simultaneously, the need for a modern collaboration platform to replace the aging Skype for Business system while unifying communications across the business presented an opportunity to optimize their communication infrastructure.

And, as ALPLA's footprint grew, managing their mobile solution across multiple sites became increasingly complex, and the IT team could not access and regulate mobile device user rights. The company sought a solution that offered centralized management and valuable performance insights.

Solution: A Powerful Partnership: ALPLA and Spectralink

Spectralink worked closely with ALPLA to understand their specific challenges around noise, team collaboration, and solution management. The Spectralink S33 DECT handset was selected for rigorous testing in two of their most demanding facilities in Germany and France.

“The Spectralink team was a pleasure to work with. Their commitment to resolving issues promptly was instrumental to our project's success.”

—Stefan Hasenburger, Senior Digital Workplace Engineer at ALPLA



Equipped with advanced features like dual microphones and noise suppression technology, the S33 was designed to excel in high-noise environments. Additionally, ALPLA leveraged the S33's direct, robust integration with Microsoft Teams to assess its performance in comparison to their outdated Skype for Business solution.

Spectralink's Professional Services team partnered closely with Stefan Hasenburger, Senior Digital Workplace Engineer at ALPLA, and his team to ensure a seamless solution deployment and, with multiple on-site assessments and ongoing support, Spectralink was able to fine-tune the solution to ALPLA's specific needs. ALPLA also leveraged Spectralink's AMIE® for IP-DECT mobile device analytics platform for efficient management across its multiple sites.

“The advanced noise filtering technology in these new handsets has transformed our communication experience. We can now focus on the conversation without distractions, leading to increased efficiency and collaboration.”

–Stefan Hasenburger, Senior Digital Workplace Engineer at ALPLA

Results: A Symphony of Sound and Efficiency

Integrating Spectralink's S33 handsets marked a significant leap forward for ALPLA. The dual antenna, powerful processor, and advanced noise suppression technology combined to deliver crystal-clear audio, even in ALPLA's exceptionally loud environments. Increased ring and speech volumes ensured conversations were heard loud and clear, overcoming the significant challenge of ambient noise. Workers could conduct calls from anywhere on the floor and both hear and be heard. Staff no longer needed to find quiet spots to take calls, disrupting their day and wasting time. This significantly reduced user frustration and improved communication, team collaboration, productivity, and user experience.

By deploying S33 devices integrated with Microsoft Teams and eliminating outdated Skype for Business, ALPLA streamlined workflows and unified communication across their organization. The S33's direct integration and Spectralink's close relationship with Microsoft ensures ALPLA's teams can leverage the latest features and capabilities of Microsoft Teams, staying ahead of the curve in UC technology.

Finally, ALPLA's transition to AMIE for IP-DECT centralized their device management, granting local administrators greater control while streamlining operations. Previously, the local IT team lacked insights into essential information – such as the status of handsets and base stations. Now, with AMIE's user-friendly interface, they can easily monitor the network, identify issues like offline base stations, and proactively address problems. This unified approach empowered local teams to take control of their own device management, cut down their workload while optimizing efficiency, and reducing administrative burdens.

The result? Clearer communication, reduced downtime, and enhanced operational efficiency contributing to a more productive and collaborative work environment.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

About ALPLA

Established in 1955, ALPLA stands as a global leader in pioneering innovative plastic packaging solutions, encompassing bottles, caps, and injection-molded parts across diverse industries. With a workforce of 23,300 spread across 196 sites spanning 47 countries, ALPLA achieved a remarkable turnover of €4.7 billion in 2023.