

Spectralink and FAR Networks connect mobile workers in manufacturing with the DECT Microsoft Teams integration



Spectralink's integration of Microsoft Teams on their DECT devices enables productive communications between desk-based and frontline workers. Key partners, such as FAR Networks, support businesses in implementing and designing Spectralink's innovative solutions with made-to-measure assistance in their workplaces across the globe.

Arca Etichette, a leading company in the labelling industry specialized in the production of self-adhesive labels and systems for labelling and marking since 1948, is one of the earliest adopters of this game-changing solution and is already reaping the productivity benefits of improved factory and office worker collaboration.

In addition to innovation, Arca is attentive to sustainability issues. The whole Arca group acquired the status of Benefit Corporation, by Notary's Deed, in 2021 and obtained the B Corp certification, the highest standard in the world that proves the environmental, social and economic performance of all its activities.

Like many production businesses, their premises house both an industrial site and an office building. For optimal results and efficiency, desk-based workers from the offices need to cooperate closely with mobile production site staff, who rely on DECT technology to stay connected.

Across Arca Etichette's enterprise various enterprise-grade DECT Spectralink devices and solutions had been selected for their robustness, interoperability, ease of use and, most of all, crystal-clear voice quality. The company was, however, always on the lookout for ways to keep improving workplace processes through collaboration, in both their industrial and office sites.



FAR Networks, a system integrator with extensive experience in the development of networks and business collaboration tools, had already supported Arca Etichette in the selection of Spectralink products, network design and development and was a trusted provider. While initially the Arca Etichette factory team was connected via Skype for Business, and later to Microsoft Teams via an SBC, the company immediately opted to streamline its hardware and systems through Spectralink's native Teams integration as soon as FAR Networks suggested it.

“Thanks to the new native integration of the DECT Spectralink devices with Microsoft Teams, the staff of the production site and those on the move within the company can finally communicate with the same ease as those who work from fixed locations in the office. Finally, it's possible for everyone to view the personal status of all team members, see and book call backs in case of absence. Everyone's productivity has increased and so has staff satisfaction as they are now able to collaborate better and manage production activities in a more transparent and immediate way,” declares Paolo Sala, ICT Administrator of Arca Etichette.

The implementation started in September 2022 and in just one month all devices were integrated with Microsoft Teams enabling mobile workers to access a wider range of tools and the office based teams to manage work more effectively in the production site. Frontline workers can now see missed calls and rearrange call backs, while status messages reveal whether they are on site, available or busy, helping improve communication and efficiency.

Spectralink's latest effort integrating their DECT device portfolio natively with Microsoft Teams was in fact designed to provide its rich ecosystem of partners, as well as their clients. with added value, complete flexibility, and increased ease of use. Spectralink's mission is to provide the market with solutions that seamlessly fit in with business processes and systems, taking them to the next level.

“Six years from the purchase of the hardware devices and with just a change of license, we have been able to upgrade seamlessly to a modern system that is completely integrated with our communication and collaboration platform of choice.”

– Paolo Sala, ICT Administrator of Arca Etichette



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.

spectralink.com

info@spectralink.com

+1 800-775-5330 North America

+45 7560 2850 EMEA