

L'Occitane Group



L'OCCITANE
EN PROVENCE

L'Occitane Group extends Spectralink wireless solution to new buildings and increases employee productivity.

The L'Occitane Group is a global, natural and organic ingredient based cosmetics and well-being products manufacturer and retailer with strong regional roots in Provence, France. The Group has four brands (L'Occitane en Provence, Melvita, Le Couvent des Minimes and Erborian) in its portfolio. They are committed to developing and retailing high quality products that are rich in natural and organic ingredients of traceable origins and that are respectful of the environment.

The challenge

L'Occitane's main production building is located in an industrial area of Saint-Maurice in Manosque. The Group added a new research centre, expanding the production site area by approximately 10,000 m².

The Group also decided to build a 6,000 m² building located in the border area of Technopark Grandes Terres in Manosque, following the merger of two production companies: L'Occitane en Provence and Melvita. Their goal was to develop a single entity known as Laboratoires M&L. This new facility would be dedicated to Development, Marketing and Products, as well as Logistics.

“The Spectralink solution matched our needs perfectly. The terminals have a good range. It is a solution that is evolving, and one that we intend to deploy soon to other sites.

– Stephen Roux,
Infrastructure Manager at L'Occitane Group

Industry

Retail / Warehousing

Overview

L'Occitane had already deployed the Spectralink DECT solution to their main building, but they needed to expand the solution to several new buildings including their warehouses. The Group sought a new solution for mobility that was also compatible with Microsoft® Skype for Business®.

Solution

- 114 Spectralink IP-DECT base stations
- 4 Spectralink wireless servers
- 2 media resource cards
- Spectralink DECT handsets
- Seamless integration with Microsoft

Skype for Business Results

- Scalable solution made it easy to deploy another 100 DECT handsets to other sites
- Lower costs
- Increased productivity - employees can move from one administrative building or warehouse to another, without losing connectivity or dropping calls

When they began to deploy the Microsoft Office Communication Server solution, which included a telephony system, they encountered an integration issue with regards to the DECT wireless solution. L'Occitane had already deployed the Spectralink DECT solution in its main building. The Group now sought to extend coverage to the new buildings as well, and needed it to be compatible with their unified communications platform, Microsoft Skype for Business. They decided to work with Exaprobe, a Spectralink integrator and specialist in information systems and communications solutions.

The solution

In order to give 200 employees based in the new warehouse of Laboratoires M&L a mobile communications solution, and extend the system already deployed in their newly expanded main site, L'Occitane Group decided that the Spectralink solution was the best option for their needs.

The system includes 114 Spectralink IP-DECT base stations, four Spectralink wireless servers, two media resource cards and several different Spectralink DECT handsets, such as the Spectralink Butterfly. This telephony equipment is dedicated to voice and completely secure. The DECT terminals deliver exceptional network coverage and voice quality, as well as QoS (Quality of Service), which prioritises voice quality. Compatible with Microsoft Skype for Business, the Spectralink solution was installed internally by L'Occitane's own team.

“Exaprobe provided good advice on the solution in the sense that Spectralink is the only provider that has terminals compatible with Microsoft Skype for Business.

– Stephen Roux,
Infrastructure Manager at L'Occitane Group





The results

Employees can now work easily with a broad mobile range as they move from one warehouse to another, or within the same warehouse and move from one stock point to another, without losing connectivity with colleagues and external calls. Both warehouses are very large – no matter where they are, employees now have access to calls and are connected without interruption. This advantage allows them to increase their productivity.

Stephen Roux added: “The Spectralink solution matched our needs perfectly, the terminals have a good range, it is a solution that is evolving and one that we intend to deploy soon to other sites, such as in Lagorce, in the Ardeche region.”

In addition, some DECT handset models are being reviewed for potential use by security guards. Spectralink offers handset models that include Spectralink SAFE, which are able to trigger an alert when an individual falls or needs immediate assistance. This is useful for security guards and other staff who work at night or are isolated.

“[L’Occitane] has a lot of expertise and is very independent. We act as consultants and help to maintain their infrastructure.

– Thierry Moreaud,
Spectralink integrator at Exaprobe

Maximizing uptime using Spectralink’s enterprise mobile solution has never been faster, easier, or more direct. Learn more at www.spectralink.com.

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.

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