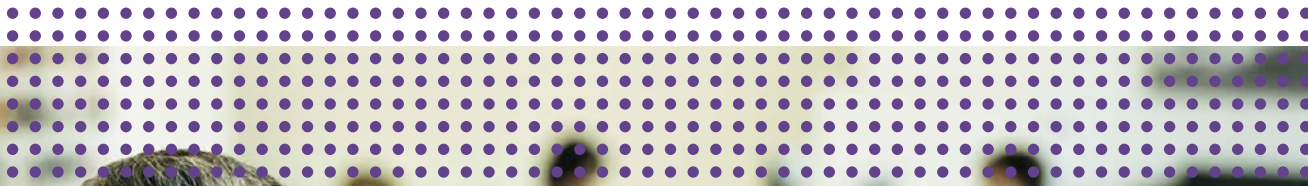




**GREATER TRANSPARENCY, GREATER EFFICIENCY:
WITH A NEW NETWORK, IFU
PREPARES ITSELF FOR THE FUTURE**



Secure surfing and effective communications with the Alcatel-Lucent OmniPCX Office and Alcatel-Lucent Extended Communication Server



The Institut für Fortbildung und Umschulung GmbH recently moved its headquarters from Leipzig to Grimma. This was the perfect occasion to introduce a future-proof communication solution on the basis of the Alcatel-Lucent Extended Communication Server.



INSTITUT FÜR FORTBILDUNG UND UMSCHULUNG GMBH

Founded in 1991 in Leipzig, the Institut für Fortbildung und Umschulung GmbH (IFU) quickly established a solid reputation in the area. Training in both the commercial and the services sector was prioritized from the start. Doing so, the institute not only offers training courses for those seeking employment, but also orientation courses and seminars for companies that want their employees to obtain the qualifications demanded by the market. The institute really hit the bull's eye with this offer, because it has grown substantially since its foundation. Today the IFU employs 10 permanent and 20 freelance teachers, and teaches over 600 students each year.

NEW TIMES, NEW INFRASTRUCTURE

In the beginning of 2007, the headquarters of the IFU was a leased building in Leipzig, with an additional site located in Grimma. Jörg-Dietmar Funke, General Manager of IFU, decided to move the institute's main office to its own building in Grimma. This reduced costs for the company, but it also raised challenges. The new building is about 30 % larger than the previous one, and it has an additional floor. Funke summarizes: "This move was a decisive factor for upgrading our information and communication infrastructure to the most advanced level."

The ECS combines comprehensive information and communication management into a single system. Additional software or tools are not required.

OBJECTIVE: NETWORK INSTEAD OF INDIVIDUAL WORKSTATION SOLUTION

Until then the training institute had used non-networked PCs in both the administrative and the educational area. This made internal communication more difficult and slowed down internet activities. If one employee wanted to share a data file with others, he had to save it on a data medium and literally carry it to the other department. Jörg-Dietmar Funke comments on the then-status quo with a wink: "Our employees virtually had their own in-house fitness studio." Moreover, the existing infrastructure allowed the students to surf the internet without any restriction, which not only impaired the efficiency of the training activities, but also constituted a security risk. A solution had to be found.



SINGLE SOURCE INSTEAD OF VARIOUS COMPONENTS

Funke turned to Jörg Bergmann of the ASTA-PICCA IT-Systeme GmbH in Grimma. The IT specialist was no stranger to the General Manager. Bergmann had already been handling the institute's telephone system for 12 years - to great satisfaction of the customer. It therefore made sense to seek his advice in this situation. Together they worked out a requirement profile. The terms of reference were as follows: a network should be developed that improves overall collaboration. Internet access and e-mail system must be adapted to the latest security requirements, access rights are to be granted and restricted in a scalable manner. A further requirement: management of the new LANs should be as simple as possible, whether in order to establish usage rights or to manage and restrict web access.

Bergmann studied the various possibilities. Solutions of various established players were shortlisted. But to cover IFU's requirement profile, additional software had to be purchased. Moreover, the handling of such 'composite' solutions was not altogether easy. Yet Bergmann quickly found an alternative solution, based on the Alcatel-Lucent Extended Communication Servers (ECS). The ECS is responsible for managing the network; supplementary programmes are not required. A further advantage: the ECS is easy to implement and manage. This solution saved on costs (a price advantage of nearly 40% compared to other solutions), lowered the system's maintenance expenses and reduced the number of interfaces - and thus possible weak points.

THE SOLUTION: OMNIPCX OFFICE AND EXTENDED COMMUNICATION SERVER

So what did the solution look like, exactly? The 10 PCs of the administration and the 47 student PCs were linked into a network. The administration and student networks are separated from one another.

The central element for managing the LANs and internet access is the Alcatel-Lucent Extended Communication Server, which can take over all important communication services and applications within the company, e.g. services for unified communications, team-transcending cooperation and mobility. In connection with the communication solution Alcatel-Lucent **OmniPCX™ Office**, which likewise was newly acquired, the ECS offers comprehensive speech and data convergence. As an additional network component, the specialists from ASTA-PICCA installed an Alcatel-Lucent **OmniSwitch™ LS 6212P**. To this were added eight Alcatel-Lucent 9 Series digital phones: seven of the 4029 model and one 4039 model.

“With the new Alcatel-Lucent solution the efficiency has increased significantly. I can communicate with my employees much more quickly, which saves time and effort.”

Jörg Bergmann, Project Manager, ASTA-PICCA IT-Systeme GmbH, Manager of the Communications Division

CHALLENGES

- Security of the internet access, e.g. protection against unauthorized surfing, misuse, viruses
- Security of the internal network (LAN)
- Verbesserung der Kommunikation der Mitarbeiter
- No impact on ongoing operations
- Cost-efficient solution

SOLUTIONS

- Alcatel-Lucent Extended Communication Server (ECS)
- Alcatel-Lucent **OmniPCX Office Compact R7**
- Alcatel-Lucent **OmniSwitch LS 6212P**
- 7x Alcatel-Lucent 4029 phones (9-Series phones)
- 1x Alcatel-Lucent 4039 phone (9-Series phone)

ADVANTAGES

- Extreme price advantage of the all-in-one solution
- Greater efficiency in the communication of the employees and in data handling
- Less effort for system maintenance
- Increased security of internet and e-mail applications
- High transparency of internet traffic
- Excellent evaluation possibilities



By using the Alcatel-Lucent Extended Communication Server, a price advantage of 40 % could be achieved compared to competing systems.

A CUSTOM-TAILORED CONCEPT FROM AN EXPERIENCED PARTNER

One of the central challenges was to implement the new solution without affecting the ongoing training and administration operations. Jörg Bergmann: "We therefore advanced gradually, and the lion's share of the basic work was done during weekends and in holiday periods." Since the efficiency of a system depends on the competence and acceptance of the users, training courses were organized early on. Within the framework of group and one-on-one training sessions, Jörg Bergmann made the responsible administrative staff and EDP teachers familiar with the new solution. Without exception, the response was more than positive. Bergmann: "The users were quickly convinced of the advantages offered by the new solution."

SURFING MORE SECURELY, COMMUNICATING MORE QUICKLY

Thus the IFU now has an all-in-one solution that meets all administrative and communication requirements because, thanks to the ECS, the administration of the new network is extremely simple. System maintenance requires only a little effort, and users can be managed (e.g. adding new users) even without special IT knowhow. The fact is that as the users work in the familiar Outlook™ environment, there is little new for them to get used to. At the same time, transparency, data security and efficiency have all improved significantly, because the user rights (e.g. of the students) and internet access can now be allocated, restricted and managed very easily. An additional benefit: thanks to the group calendars, with a mouse click General Manager Funke is informed at all times about the occupancy of the seminar rooms, the schedules of the staff and so on. Double room bookings or the scheduling of multiple simultaneous appointments are virtually excluded.



READY, STEADY, GO: PREPARED FOR THE WEB 2.0

A number of further developments are also planned for the coming year. The next step foresees the introduction of a telephone conferencing system- and the Alcatel-Lucent solution offers the necessary flexibility to expand the functional scope at any time. In addition, Funke is planning to provide his students with interactive possibilities on an internet platform for e.g. homework assignments, feedback and much more.



"Different access rights for the network and simultaneous restriction of the student rights is no problem with the Alcatel-Lucent Extended Communication Server. Furthermore, handling is extremely simple."

Jörg Bergmann, Project Manager, ASTA-PICCA IT-Systeme GmbH, Manager of the Communications Division



ROLE OF THE BUSINESS PARTNER

ASTA-PICCA IT-Systeme GmbH was responsible for the assembly of the network, the implementation of the new communication and data solution, employee training courses as well as ongoing support.

ABOUT ASTA-PICCA

ASTA-PICCA IT-Systeme GmbH was founded 1990 in Grimma, Saxony. The priority in its activity lies in information and communication solutions as well as business software and danger reporting technology. The company has 15 employees and serves small and medium-sized enterprises in a wide range of sectors, from transportation companies to industrial plants.

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