

# CASE STUDY

Exploiting fixed-mobile convergence to enhance the agility and efficiency of employees.



## THEIR OBJECTIVES

- Replace an aging telephone system with a modern, intuitive, and cost-effective Voice over IP (VoIP) solution
- Replace old landline phones with a mobile solution
- Enhance the efficiency of agency employees during travel and work meetings
- Optimize communication costs
- Ensure smooth and uninterrupted transfer during the agency relocation.

## THEIR CHALLENGES

- ID+P had an outdated analog central system lacking some modern features, especially for periodic reporting and mobility
- The agency wanted a more intelligent reception of incoming calls (virtual reception)



## THE SOLUTIONS

- Preliminary audit to analyze the existing situation and meet the requirement of very short implementation deadlines.
- Deployment of the Telindus Explore connectivity solution to ensure optimal internet connection coupled with the installation of WiFi access points throughout the entire office space in the agency's new premises.
- Implementation of the Telindus U-Touch solution: a hosted telephone system in the Telindus data center provides Quality of Service (QoS) capable of ensuring proper telephony operation, even in case of latency on the internet bandwidth.
- Implementation of the Telindus FMU solution: coupled with the U-Touch solution and leveraging the Tango network, the Fixed % Mobile Unification (FMU) solution allows the use of a landline number on a mobile phone. This solution eliminates landline phones in favor of smartphones and/or regular mobile phones.
- Around forty mobile phones equipped with a Tango SIM card.

## THE BENEFITS FOR ID+P

- No on-site infrastructure: 100% cloud solution hosted in the Telindus data center.
- Greatly improved mobility for ID+P employees: the landline phone number "follows" the user wherever they go outside (client visits, shootings, trips abroad) and inside the agency (planning meetings, production meetings).
- Mobile communications made through the U-Touch solution are charged at the fixed-line telephony rate.
- Homogeneous mobile phone fleet: landline phones have been replaced by mobile devices provided by Tango.
- Modernization of the call reception platform.

# DISCOVER THEIR STORY



"In the context of relocating our agency from Howald to Leudelage, scheduled for September 2018, we asked Telindus, at the beginning of June, to design a replacement solution for our aging telephone system and to provide devices to our employees."

"The experts at Telindus demonstrated great responsiveness by delivering a fully operational solution within extremely short deadlines."

**VALERIE CANDAT** - Executive Assistant &  
Communication Manager, ID+P