

MEWA Textil-Service

Standardisation of the pan-European telecommunications landscape increases efficiency and convenience.

“The new solution offers many new synergies. The modern tools enable convenient voice communication at any location. Thus, in the spring of 2020, we were able to maintain operations remotely without interruption or productivity loss.”

Hagen Block, Project Manager, MEWA Textil-Service

MEWA Textil-Service offers full service for workwear, protective clothing, cleaning cloths, and other industrial textiles. With 45 locations in 14 countries, 5,700 employees, and 190,000 customers, MEWA is one of the leading textile management providers in Europe.

CHALLENGES

In 2017, MEWA decided to replace its very heterogeneous telecommunications infrastructure with a standardised solution for all locations. The new system would provide a modern working environment, including telephony and Unified Communications functions such as chat, voice mail, and collaboration tools, and be available on-site and remotely.

ACTION

MEWA awarded the project to COM plan + service GmbH based on their concept and pilot installation. At the core of the new solution, the cloud-based, high-availability Alcatel-Lucent OmniPCX® Enterprise Communications Server was installed in two separate data centres. All 45 locations are connected to this server. Desk phones and softphone clients provide the convenient functions. The robot5 Agent Line Office call centre solution from COM plan + service enables more efficient staff utilisation and flexible call forwarding. The robot5 alarm server facilitates the monitoring of processes in the production plants and industrial laundries through automatic alarming. Implementation will be completed in three phases: Following the pilot system and the server implementation, all twelve locations in Germany were connected in 2018. The solution will be gradually rolled out to the other countries by the end of 2022.

PRODUCTS AND SERVICES

[Alcatel-Lucent OmniPCX® Enterprise Communications Server](#)

[Alcatel-Lucent DeskPhones 8018\(s\), 8028\(s\), 8058s, 8029\(s\)](#)

[Alcatel-Lucent Omnivista® 8770 Network Management System](#)

[Alcatel-Lucent OpenTouch® Unified Communications](#)

[Alcatel-Lucent OpenTouch® Softphone](#)

RESULTS

Technical Benefits

- Cloud-based server installation simplifies roll-out and maintenance
- Central administration with cross-location network management
- Uniform functions and service levels at all locations
- New applications only need to be tested once
- Intelligent call routing
- Automatic alarms

Financial Benefits

- More efficient staff utilisation
- Increased transparency
- Synergies and cost savings through standardisation and lower administration costs

User Experience Benefits

- Extremely fast setup of remote workplaces with seamless availability and productivity for users working from home
- Softphone clients provide convenient telephony functions on desktops and mobile devices
- Call forwarding allows users to control their availability

WANT TO TALK WITH SOMEBODY?

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Customer Story

MARKET: SERVICES

DEAL IMPLEMENTED:

2018 (Germany) to 2022

COUNTRY: GERMANY

NUMBER OF USERS: 4,600

COMPANY:

MEWA Textil-Service AG

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