

Polytype

Swiss packaging industry machine manufacturer implements modern network and UCC.

“With our new infrastructure, we were able to move from classic, hardware-based telephony to a modern virtual, VoIP-based UCC environment. swisspro Solutions provided us with competent advice and support from the planning stage through to implementation.”

Patrick Ruffieux, ICT Manager, Polytype

Polytype produces machines for decorating and finishing plastic cups, lids, tubes, bottles and sleeves for the packaging industry. 200 Polytype AG employees and 10 of its parent company WIFAG-Polytype Holding AG employees work at the company's headquarters in Fribourg, Switzerland.

CHALLENGES

The existing Alcatel-Lucent Enterprise telephone system provided classic telephony but was too old to support modern Unified Communications and Collaboration (UCC) functions. The network solution was also outdated: The access switches did not offer Power over Ethernet (PoE) functionality, devices were connected with 100 Mbps only, and the switches uplinks were limited to 1 Gbps, which led to considerable performance losses.

ACTION

WIFAG-Polytype decided to implement a completely new network and communications infrastructure for its Fribourg site. The project was awarded to swisspro Solutions. The Alcatel-Lucent Enterprise Swiss partner modernised the LAN and WLAN with new access switches and access points and installed a modern communications server with comprehensive functionality for VoIP telephony and unified communications. The entire server environment was virtualised and designed for high availability. It supports staff mobility through location-independent services and can be configured, controlled, and monitored centrally.

PRODUCTS AND SERVICES

[Alcatel-Lucent OmniSwitch® 6560](#)

[Alcatel-Lucent OmniAccess® Stellar AP1320](#)

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

[Alcatel-Lucent DECT 8254](#)

[Alcatel-Lucent OpenTouch® Multimedia Services](#)

[Alcatel-Lucent OpenTouch® Conversation](#)

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

RESULTS

Technical Benefits

- High-performance, reliable LAN connectivity
- Area-wide fast WLAN (Wi-Fi 6)
- Virtual, highly available VoIP environment for telephony and unified communications
- Centralised network management

Financial Benefits

- Continued use of existing licences
- Upgrades partly provided as part of the maintenance agreement
- Reduced IT effort thanks to streamlined configuration, control, and monitoring
- Network and telephony from a single source

User Experience Benefits

- Location-independent telephony using any device
- UCC features such as directory, one-number, and presence information enhance user comfort and productivity
- Easy-to-use interface, identical on PC and smartphone
- Fast access to high-performance WLAN
- Automatic greeting and call forwarding streamline distribution of service calls

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Case Study

MARKET: **MANUFACTURING**

DEAL IMPLEMENTED: **2021**

COUNTRY: **SWITZERLAND**

NUMBER OF USERS: **140**

COMPANY:

POLYTYPE AG