

EFFICIENT TEAMWORK

Computacenter designs and implements a VoIP-based telecommunication infrastructure for the Friedrich-Loeffler-Institut



OBJECTIVE

The federally-owned Friedrich-Loeffler-Institut (FLI) wanted to facilitate central administration and provide maximum protection against system failures with a new telephony system. Computacenter's task was to connect three of the five FLI offices via a standardised, IP-based cluster network. The heterogeneous technical requirements of each location and the various different areas within the institute that were involved in the project made the project challenging.

SOLUTION

As planned, the previously separate telephony environments have now been connected in a cluster as part of a system that ensures optimal protection against system failures. All user data is now managed from the headquarters in Riems, while a long-distance connection between offices has been established internally for telephone communication between offices.

OUTCOME

Computacenter modernised the existing VoIP (Voice-over Internet Protocol) solution at the FLI offices at Jena and Greifswald as well as on the island of Riems, before replacing the outdated analogue telephony system at the Mariensee offices with a VoIP-based telephony environment.

SERVICES

- Network
- Security
- Communication & Collaboration

USER EXPERIENCE

- Safeguards against system failures
- Improves internal communication

BUSINESS IMPACT

- Consistent management of VoIP terminals
- Faster connection of new users



ABOUT FRIEDRICH-LOEFFLER-INSTITUT (FLI)

Dedicated to ensuring the health of animals bred for food, FLI's work mainly focuses on the prevention, diagnosis and control of animal diseases; the improvement of livestock farming and animal nutrition; and the conservation and use of animal genetic resources. The FLI is an independent federal authority within the business division of the Federal Ministry for Food and Agriculture. The FLI is divided into eleven specialist institutes in five different locations across Germany.



We have been able to significantly improve communication between our three offices thanks to the solution provided by Computacenter.

Dirk Schröter
IT Coordinator,
Friedrich-Loeffler-Institut



OBJECTIVE

VoIP telephony via WAN across all company offices

The Friedrich-Loeffler-Institut had already implemented a VoIP system at two of its five offices (Jena and Riems island) before the start of the project, but these functioned independently of each other and both required updating.

The institute also wanted a third office in Mariensee, Lower Saxony, to be connected to a new cluster network following the integration process. The Mariensee office had an outdated analogue telecommunications system in place, and disruptions due to lack of technical support meant that the entire system would constantly fail.

The institute wanted all future telephone communication to be carried out via the company's own Wide Area Network (WAN) rather than the public telephone network.

SOLUTION

VoIP cluster based on Cisco Unified Communications Manager

The management team at the FLI entrusted Computacenter, one of its long-standing partners and a multi-vendor service provider, with the development and planning of the new solution. "We began by setting up a uniform VoIP cluster based on Cisco Unified Communications Manager 10.5 at the offices on Riems Island and in Jena, bringing their systems up to the latest technological standards," says Anne Heidmann, Consultant at Computacenter.

As part of this process, parts of the cluster were allocated to the institute's headquarters and connected via WAN to ensure the highest possible level of protection against system failures.

All internal telephone connections now operate via the institute's WAN, which has also been modernised. The next phase of the project involved disconnecting the analogue telephony system at the Mariensee office in Lower Saxony and integrating a new VoIP server into the cluster network. All user data for the location had to be collected and entered from scratch as part of this process.

OUTCOME

More efficient teamwork across locations

Today, the clustered VoIP environment established by Computacenter enables consistent management of terminals and employee data across all FLI offices. New users can now quickly connect to the central database via a preconfigured input screen.

The redundant configuration connecting the three locations also provides continuity in the event of a VoIP server failing at one of the offices. In the long run, the new telephony solution will improve internal communication across all internal offices, enabling better teamwork across the entire institute.

MORE INFORMATION

To find out more about our workplace solutions and read more customer case studies, log on to www.computacenter.com
