# Success Story

## Unified Communications supports lean operations, high productivity, quick ROI

Unified Communications (UC) from Unify and an integrated, state-of-the-art Internet Protocol (IP) backbone, have expedited company processes and production coordination.

## The Task

In 2010, when PESA Bydgoszcz SA acquired an in-kind company in the central Polish town of Mińsk Mazowiecki, a main task was to implement its Enterprise Resource Planning (ERP) management system, used since 2008, across the entire organization including the new site.

To make this integration successful, significant improvements to the company's communication infrastructure and processes were needed. The company wanted to implement these IT upgrades as quickly as possible to minimize the cost and inconvenience of recurring trips and on-site training between headquarters and Mińsk Mazowiecki. Unify's UC solutions proved the perfect answer to this challenge.

## The Solution

- OpenScape Office HX V3
- OpenScape Web Collaboration
- 2 x HiPath 3800 V9 IP Communication Server.

## The Benefits

OpenScape Office architecture allowed for full integration of all UC components (voice, video, web, mobility), placing them in one efficient, safe and user-friendly environment. The result was a multimedia digital bridge between PESA's two locations, a link that significantly improved production management processes and internal communication.

Modern, mobile solutions allowed for effective desk work and removed unnecessary expenses. Refining contract details, collaboration using shared documents, conversations via internal lines, training sessions, and communication with subcontractors were significantly faster, resulting in measurable savings.

# UC cuts travel and out-of-pocket costs to zero

OpenScape voice, video and web collaboration bring dispersed staffs together in a "matter of clicks' for faster decisions and more timely results to keep customers highly satisfied at negligible cost.

PESA (Pojazdy Szynowe PESA Bydgoszcz) manufactures railway locomotives, inter-city and local commuter trains and trams. Working out of headquarters and shops in Bydgoszcz, it's the successor to the former Polish State Railways. With more than 3,000 employees, PESA today is among the world's leading producers of sleek diesel or electrified railway vehicles operating throughout Eastern European and global markets.

**New challenges demand advanced solutions**
To expand its production potential, PESA regularly purchases companies with a similar business profile and development strategy. One of its recent acquisitions was a majority



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shareholding in 700-employee ZNTK in Mińsk Mazowiecki, 350 kilometers away. But merging both companies proved a major challenge: Enterprise Resource Planning (ERP) business management methodology was widely used within PESA, but not at ZNTK – something that needed to be changed. It involved not only a change of IT infrastructure to link the two companies, but a new mentality in training former ZNTK employees.

According to Bernadeta Waldowska, Head of PESA's IT Department, "We used to organize business trips lasting up to two weeks to conduct training sessions in Mińsk Mazowiecki. Unfortunately, this travel came at a high cost, let alone the fact that our employees could not perform their regular duties while away."

It was therefore a natural step to investigate solutions that could solve this challenge. An obvious option was installing a coherent, integrated IT solution to improve communications and support management processes within the company.

"The state-of-the-art rail equipment we manufacture requires a similar state-of-the-art solution for our UC support," says Marek Stachowicz, PESA's Head of Organization and Management. "This is why in 2005, we began working with RTM puls, a local business partner of Unify, to



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redevelop our UC infrastructure. As a result, PESA today has two HiPath 3800 V9 Communication Servers supporting IP-based communications and OpenScape Office HX V3, which links the head office with the branch facility in Mińsk Mazowiecki.

**Easy-to-manage benefits**
The company quickly observed measurable benefits from the new UC solutions. "The first was a reduction in operating expenses, along with us quickly becoming a very mobile, highly flexible company in both video and voice communications. We also found we communicated more closely with our subcontractors," said Marek Stachowicz.

Other new UC features were gradually deployed throughout

the company, including Web Collaboration and myPortal services to support logistics, accounting, distribution and marketing. Rail equipment designers also warmly accepted them. "We often prepare highly technical drawings that we can now easily share online. This solution is very valuable and its use will certainly continue to grow in the future," Marek Stachowicz adds.

The most frequently used service is Voice over IP (VoIP). The company's Bydgoszcz facility occupies 27 hectares. Linking the entire infrastructure with a fiber optic network integrated into one IT system provides more efficient operations and lower operating expense.

### Expand – not rip and replace – legacy systems

Andrzej Ruciński, Sales Director of RTM puls, the regional business partner who supervised the OpenScape solutions' deployment at PESA, is convinced of its strength: "Up to now, there has only been one communication model – voice. But



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in today's market we are expected to use multi-channel communication

– blending numerous components into one system: voice, video, e-mail, social media and web conferences. To have these components concentrated in one place ensures easier and better communication with our customers."

PESA has been using Unify solutions since 2005. When installing the new IP and OpenScape Office for UC, it was not necessary to remove the company's original legacy systems; just expand them. The entire implementation took approximately three months and infrastructure integration between Bydgoszcz and Mińsk Mazowiecki took one month. A key benefit is that, despite a several hundred kilometer distance between the two locations, employees at each no longer feel the vast separation.

A new era of vibrant conversations has also begun within the company as well as communications with subcontractors and customers. The details of agreements and technical issues are now discussed by remote meeting, with all key players online at once and amendments to designs and drafts can be instantly made on shared documents. The time needed for business travel, out-of-pocket expenses, and multi-night lodging is cut to zero thanks to OpenScape Office solutions. We also eliminated dozens of fax machines throughout the company. As Piotr Kotlarek, Process Management Specialist at PESA says: "We are in the 21st century. UC is not only practical and beneficial, but an absolute necessity."

### Web Collaboration saves time and supports continuous improvement

The company's culture demands employees regularly collaborate and openly exchange information. PESA is managed using the Lean



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Production method, which divides it into seven smaller production units.

As a result, there are many interdisciplinary meetings usually conducted in small circles within each unit, and the OpenScape Web Collaboration service is an indispensable solution. Instead of losing time trying to locate an available conference room, employee circles meet online. Web Collaboration has totally changed how people collaborate and interact within the company. When an issue requires the gathering of a work unit, Web Collaboration has proved an ideal answer for this need.

Piotr Kotlarek is very satisfied: "We can gather people involved in one project simply with one or two clicks, and work can continue on the project while everyone remains at his/her desk. It's far superior to the old way of organizing a traditional meeting: setting a date; finding and reserving a conference room; making sure everyone is notified and present – that is too much wasted time when you could be doing something far more productive and meaningful to the bottom line."

PESA clearly demonstrates how a technologically-dated company can transform into a modern, excellently managed enterprise in a short time.

OpenScape Office's advanced UC features and VoIP infrastructure has significantly lowered the cost of PESA's telephone services and travel, and increased efficiency and collaboration between departments and offsite locations. Web Collaboration in particular fosters efficient contract negotiation and supply agreements with foreign partners. "Two years after implementing the OpenScape solutions, we've returned the cost of this investment," says Marek Stachowicz.

## About RTM puls

Founded in Bydgoszcz in 1994, RTM puls specializes in designing and installing complex IT solutions for small, medium and large enterprises. In 1998, the company became a partner of Unify which helped it offer high-tech solutions based on the best quality products for all market sectors.

http://www.rtmpuls.pl/

## About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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