

# Case Study

## IN-telegence GmbH

### The smart solution for intelligent communication networks

IN-telegence GmbH is a licensed network operator providing product-specific and solution-oriented concepts for both inbound and outbound telephony applications. The company concentrates on optimizing its customers' telephone-based business processes and develops customer-specific solutions. Centrex services based on OpenScape Voice and the OpenScape Fusion Developer Program form one of the cornerstones of this strategy; IN-telegence uses these services to provide smart business solutions on the network.



#### The task

IN-telegence GmbH was established in 1997. It is a telecommunications company offering specialized services solely to the B2B market. Over 3,000 business customers place their confidence in the network operator's expertise. To achieve this position, IN-telegence GmbH leverages innovative technologies and invests in the latest infrastructure. The company also decided to introduce IP Centrex when it built a next generation network a few years ago. The intention was to find a carrier grade solution with respect to availability while, at the same time, providing the extensive feature set expected of an IP business communication system. Another very important requirement was for the solution to have an open, standards-based IT architecture on which the network operator could build its own services and adapt them flexibly to customer-specific needs.

#### The solution

IN-telegence GmbH compared Centrex-compatible VoIP solutions from various vendors. Eventually they selected a package based on Siemens Enterprise Communications OpenScape Voice. The determining factors in this decision were:

- Expert advice
- Fast, skilled support
- Comprehensive technical expertise
- OpenStage terminals for telephony applications
- High level of system availability (99.999 %)
- Scalable up to 100,000 users
- Open IT system architecture
- Provision of all the tools and resources needed to create and optimize applications using the OpenScape Fusion Developer Program

#### The benefits

- Comprehensive functionality for innovative Centrex services
- Open standards allow interoperability with existing ICT infrastructures
- High level of availability, reliability and stability that ensures continuity for telephone-based business processes
- Diversity of performance from proven OpenStage terminals
- Significant flexibility when implementing customer-specific requirements
- Easier application development and integration with the mature framework of the OpenSOA software architecture
- Optimized strategic support through the use of cutting-edge UC functions
- Future-proofing thanks to a reliable solution provider

## Virtual telecommunications systems with demand-oriented service portfolio

IN-telegence GmbH provides its customers with tailored telephony concepts and value-added services. Over 3,000 companies across Germany now benefit from the products and services of a network operator that is fully aware of the need to optimize telephone-based business processes. Innovative and intelligent solutions have therefore become the "trademark" of this telecommunications company for the

B2B market. For example, IN-telegence has invested consistently in setting up a next generation network. This strategic alignment is built upon the cornerstone of IP Centrex services that the company markets under the name of IN-virTel.

IN-virTel is based on OpenScale Voice, the carrier grade IP communication solution for voice applications from Siemens Enterprise Communications.



**"We compared IP Centrex solutions from different vendors. Only OpenScale Voice from Siemens Enterprise Networks met the stringent requirements with respect to reliability and availability demanded by the carrier segment, paired with an uncompromising diversity of functions."**

Axel Schmitz-Tewes,  
Project Manager for IP Centrex at  
IN-telegence GmbH



### Implementing clever ideas with the OpenScale Fusion Developer Program

IN-virTel provides corporate clients with a network-based and cost-optimized alternative to the company-owned telecommunications system. Rather than investing in their own systems with all the associated operating costs, a virtual telecommunications system consisting of connections, telephones and feature set is leased from the network operator. And with its many years of experience, IN-telegence GmbH fully appreciated exactly what companies need to optimize their telephone-based business processes. The clever service ideas from IN-telegence are implemented with the aid of tools and resources from

**"With its comprehensive service portfolio tailored to the B2B market, IN-virTel makes us stand out from the competition. The features incorporated into the OpenScale Fusion Developer Program give us the flexibility and speed we need to consistently build upon this advantage, though UC integration, for example."**

Axel Schmitz-Tewes,  
Project Manager for IP Centrex at IN-telegence GmbH

the OpenScale Fusion Developer Program from Siemens Enterprise Communications, and result in the creation of telephony applications in addition to dedicated Centrex services.

IN-telegence used the OpenScale Fusion Developer Program to develop a customer solution with a configuration interface specifically intended for small and medium-sized enterprises.

**"Our customers do not generally have their own IT specialists. But using the user interface developed by us, the people responsible are able to configure the system without problems and fine-tune it intuitively. The easier it is to use, the greater our customers' satisfaction. We have been particularly impressed by the fast, expert responses to our questions which have enabled us to put our packages together very quickly."**

Axel Schmitz-Tewes,  
Project Manager for IP Centrex at IN-telegence GmbH

#### About Siemens Enterprise Communications:

Siemens Enterprise Communications is a premier provider of end-to-end enterprise communications solutions that use open, standards-based architectures to unify communications and business applications for a seamless collaboration experience. This award-winning "Open Communications" approach enables organizations to improve productivity and reduce costs through easy-to-deploy solutions that work within existing IT environments, delivering operational efficiencies. It is the foundation for the company's OpenPath commitment that enables customers to mitigate risk and cost-effectively adopt unified communications. This promise is underwritten through our OpenScale service portfolio, which includes international, managed and outsource capability. Siemens Enterprise Communications is owned by a joint venture of The Gores Group and Siemens AG. The joint venture also encompasses Enterasys Networks, which provides network infrastructure and security systems, delivering a perfect basis for joint communications solutions.

For more information about Siemens Enterprise Communications or Enterasys, please visit [www.siemens-enterprise.com](http://www.siemens-enterprise.com) or [www.enterasys.com](http://www.enterasys.com)

©Siemens Enterprise Communications GmbH & Co. KG

Siemens Enterprise  
Communications GmbH & Co. KG  
is a Trademark Licensee of Siemens AG

Hofmannstr. 51  
81359 Munich, Germany

Status 08/2011

The information provided in this brochure contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice. OpenScale, OpenStage and HiPath are registered trademarks of Siemens Enterprise Communications GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.