Case study
KONE Oyj

»Fujitsu handled system design and deployment impeccably, helping our organisation in building a solution that supports our global needs. «
Kimmo Kujanpää, CIO, KONE Oyj

Customer
KONE is a leading player in its field, providing its customers with industry-leading lifts, escalators and automatic doors as well as innovative solutions for their maintenance and modernisation. During its century-long history, the company has based its operations on understanding the needs of different customer groups. KONE aims at offering the best user experience through developing and delivering solutions that allow people to move in and between buildings in a smooth, safe and comfortable manner in the increasingly urban environment.

Challenge
The costs of global telecommunications are continually increasing. KONE had multiple disparate technologies and service contracts across the world. They wanted to standardise their practices and processes and achieve cost-efficiency through centralising their procurements and suppliers. They also needed to update their communication tools and improve efficiency through new functionalities. Moreover, KONE wanted to standardise its support, maintenance and order process on a global scale.

Fujitsu solution
Fujitsu provides KONE with global telephony services, their design and deployment, as well as end-user and main user training. The telephony solution is based on Cisco’s VoIP technology.

For the end-users of KONE this solution offers a unified communications suite with not only voice features, but also other services, such as voicemail and call forwarding service.

The solution covers all KONE sites and users, integrated into the service in compliance with a specific deployment plan. By the end of 2012, the strongly expanding service will have approximately 10,000 users.

Customer
Country of operation: Global
Industry: Metal industry
Founded: 1910
Personnel: 37 400
Web site: www.kone.com

Challenge
From fragmented technology and support models to a unified operations model.
Cost-efficiency
Modernisation of communication tools

Fujitsu solution
Global, VoIP-based telephony services to KONE Oyj.
Initiially, only the system in Finland was upgraded, but due to positive use experiences, KONE decided to expand the service.

Besides telephony, the service suite covers other services, such as voicemail and call forwarding.
Global cluster: Countries and sites in APAC, EMEA and Americas*.}

*APAC = Asia and Pacific, EMEA = Europe, Middle-East and Africa, Americas = North and South America
Benefits

- Unified operations models and support processes
- Enhanced global accessibility
- Cost-savings and cost predictability
- Improved user experience
- More services to users
- Easy integrability of the unified solution to other systems

Services delivered

- VoIP-based telephony services
- The service includes voicemail and call forwarding, for example.
- Design and deployment projects of telephony services as well as end-user and main user training

Benefits

Users can choose between traditional desk phone, software-based phone that runs on the computer, or mobile phone.

The system maintenance, change management and problem management of the system take place in a centralised manner, in compliance with unified processes.

Using the existing telecommunications connection, the centrally managed telephony system allows toll-free internal calls between sites and countries.

Our solution models are customised to purposes and sites of different sizes and types, freeing the customer from having to make any technology choices.

The communications solution is scalable to the customer’s growing business.

Services delivered

The service is up and running in APAC, Americas and EMEA. The service is managed and monitored in a centralised manner by the Finland-based support organisation. On-site support, training and local installations are handled by Fujitsu’s global organisation together with the local Fujitsu companies.

Initially the solution was deployed in Northern Europe only, but encouraged by the positive experiences KONE expanded the service to other continents as well. The expansion is conducted one country and site at a time, in compliance with KONE business needs.

"We started off the project by upgrading our system in Finland. Encouraged by the smooth project delivery and the functionalities of the system, we decided to roll out the service to our international sites as well," says CIO Kimmo Kujanpää of KONE.

The overall solution constitutes the core of KONE’s telephony system, globally serving 37,400 KONE users in more than one thousand countries across the world.

Fujitsu

Fujitsu is a leading Japanese ICT company offering a full range of technology products, ICT solutions and services. Over 170,000 Fujitsu people support customers in more than 100 countries. Together with our customers, we make the most of our experience and the power of ICT to shape the future of society. Fujitsu Limited reported consolidated revenues of 41 billion euros for the fiscal year that ended March 31, 2012. In Finland, Fujitsu employs 2,900 people.