

Case Study KONE Oyj

» Fujitsu handled system design and deployment impeccably, helping our organization in building a solution that supports our global needs «

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The Customer

KONE Oyj 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 modernization. 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.

The Challenge

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

The 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 VoIP technology.

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

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

THE CUSTOMER

Country: Finland
Industry: Manufacturing
Founded: 1910
Number of employees: 37,400
Website: www.kone.com



CHALLENGE

KONE Oyj needed to move from a fragmented technology and support model to a unified operations model in order to improve cost-efficiency and modernize communication tools.

APPROACH

Fujitsu provided global, VoIP-based telephony services to KONE Oyj. Initially only the system in Finland was upgraded, however due to positive user experiences, KONE decided to expand the service. Besides telephony, the service suite covers other services, such as voicemail and call forwarding.

THE BENEFIT
<ul style="list-style-type: none">■ Unified operations models and support processes■ Enhanced global accessibility■ Cost-savings and cost predictability■ Improved user experience■ More services to users■ Easy integration of the unified solution to other systems

PRODUCTS & SERVICES
<ul style="list-style-type: none">■ VoIP-based telephony services including voicemail and call forwarding■ Design and deployment projects of telephony services as well as end-user and main user training

The Benefit

Users can choose between a traditional desk phone which is software-based and runs on the computer, or a mobile phone.

The system maintenance, change management and problem management of the system take place in a centralized 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 customized 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.

Conclusion

The service is up and running in APAC, Americas and EMEA. It is managed and monitored in a centralized manner by the Finland-based support organization. On-site support, training and local installations are handled by Fujitsu's global organization 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's business needs.

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.

"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."

About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Approximately 170,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. For more information, please see www.fujitsu.com.