

Success Story

With the help of Snom, Caritas Warendorf switches to modern telecommunications

ISP-EURONET



Centralised telecommunications infrastructure for decentralised business premises



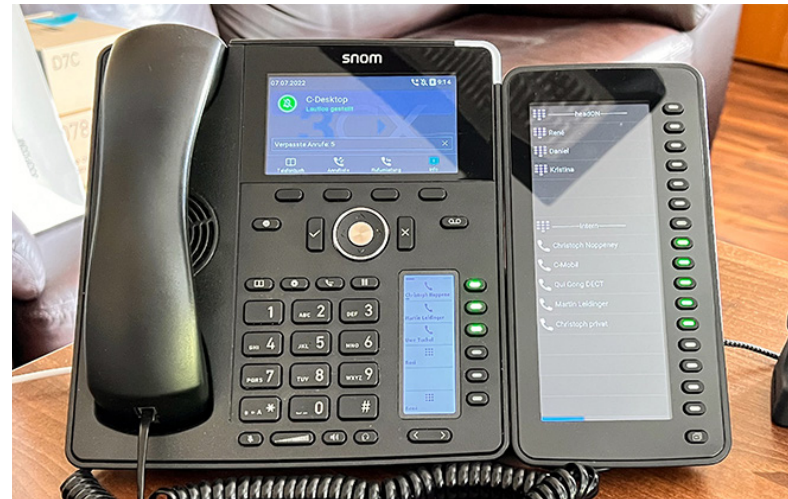
Against precarious working conditions, poverty, and illness, in 1897 the foundations were laid for the ongoing work of Caritas in Germany. In 1916, the Caritas Association was recognised by the German Conference of Bishops as a charity of the Catholic Church in Germany. Today, the German Caritas is a registered association and an umbrella organisation of over 900 individual organisational units – most of them independently registered associations. This also includes the **Caritas Association in the deanery of Warendorf**.

With over 1500 employees between it and its affiliated associations, the Caritas Association in the deanery of Warendorf is a charitable umbrella organisation that has grown over many decades. It is responsible for around 60 locations in the district of Warendorf and its neighbouring districts – as well as over 40 institutions, specialist services and charitable associations. The head office in Warendorf is responsible for the central administration of all operational facilities of the association, as well as providing services to the affiliated associations. Despite the growing number of operational branches, the geographical distribution of them, and the

highly differentiated range of services offered – a largely homogeneous infrastructure has emerged over time. Due to the ever increasing technical and administrative requirements – as well as the increasing needs of users – an auditing and realignment of the infrastructure was necessary. This was particularly evident within the telecommunications area where the administration of telephone systems and end devices was increasingly questioned in view of the costs and use of resources. With the request to evaluate a modern unified communications platform aligned to centralised administration and numerous wired and wireless IP terminals, the Caritas Association Warendorf contacted **ISP-EU-RONET**. This company is based in Steinbach and is active in German-speaking countries. It specialises in hosting, SaaS and UCC, and has also been a successful Snom sales partner for over ten years.

The challenge

The Caritas Association wanted a centralised, cloud-based telephone system that is able to support social institutions, specialist services, schools, out-



patient clinics, sheltered workshops – all of which operate in a largely decentralised manner. There was also a need to meet the varying requirements of the individual departments and operating facilities. Priority was given to the remote configuration option through the use of auto-provisioning and the subsequent plug & play installation of the end devices. Other important criteria included the need to ensure unrestricted mobility within the operating facilities for employees in the outpatient clinics



- as well as in kindergartens – and the availability of desk telephones with different equipment for the various departments within head office. Preferably, ISP-EURONET should recommend IP terminals from a single manufacturer in order to minimise maintenance costs for telephones. Last but not least, Caritas took the GDPR compliance of the UCC solution and IP terminals very seriously, as the association has to protect the personal data of the patients and families that they care for.

Caritas Warendorf, ISP-EURONET, and its technical partner – headON Communications GmbH from Vienna – were aware that this was a large-scale, incremental migration project that would take about two to three years to complete. The reliability of the selected manufacturers was of critical importance.

The Solution: 3CX and Snom

“After a thorough examination of the initial technical situation and the requirements, we chose 3CX as the UCC provider for the PBX,” says Christoph Noppeney, Managing Director of ISP-EURONET. The solution has all the features required by the customer. When the IP terminal device manufacturer was selected, the providers who had the maximum possible interoperability with the UCC platform to be used were checked. “In the final stages, the match was played between Yealink and Snom. But the decision in favour of Snom was an easy one to make, there were a variety of reasons that favoured the German premium brand.” First of all, Caritas Warendorf, which was able to test the phones of both manufacturers, was impressed by the wide

range of Snom products. From IP desk phones to DECT-over-IP terminals and base stations, Snom offered the best choice. This also applies to devices designed for special requirements (use in sterile or extremely dusty environments, or environments



with a high shock/fall risk such as kindergartens and workshops for people with disabilities or care facilities). In technical terms, the outstanding interoperability between 3CX and Snom via the integration of Snom’s Secure Redirection & Provisioning Service (SRAPS) into the UC platform also played a major part in the selection. SRAPS makes the remote configuration of IP terminals easier, the user simply has to connect the phone, allowing the user to make calls a few minutes later using the number assigned to them. In addition to this, the complete address book, and the personal telephone portfolio with all the functions can be dispensed with ease. When to competitors’ devices, Snom phones really stand out through their design and user-friendliness. These features ensure a smooth transition to a new infrastructure for users.

The manufacturer’s dedicated customer support was another critical factor in the decision making process: “Snom was immediately on site when Caritas needed numerous designs for testing purposes, they were with us constantly in all evaluation phases and gave the customer comprehensive training on all products and possible applications of their IP terminals. We missed this supportive presence with the competition,” confirms Noppeney.

The implementation

Caritas Warendorf selected numerous models from the Snom product portfolio, including desk phones such as the D785 for managerial positions and the



D735 for administrative bodies. In the DECT-over-IP environment, Snom' cordless IP telephones, the M60, M70, M80 and M85 (e.g. for kindergartens and disabled workshops) as well as the M90 model (for care facilities and outpatient clinics) were used. By using Snom's multi-cell DECT base station M900, ISP-EURONET was able to create perfect DECT infrastructures with roaming, and a very satisfactory range for all handsets. All phases of the installation were completely determined in advance and carefully planned. This enabled a seamless implementation of the new infrastructure at the head office, meaning that other sites can now be upgraded according to plan. "It has never been necessary to contact Snom support to date," says Noppney. Telephony is a business-critical service at Caritas Warendorf. "Such projects depend on the reliability of the selected products all the more," confirms Noppney. "With Snom, Caritas has made a high-quality choice and now benefits from the innovative European tech leader's forward-looking IP terminals customised to all processes"

Caritas Warendorf:

The Caritas Association in the deanery of Warendorf is a network of different social institutions, specialist services and associations that has grown over decades. It is a network for the people of the district of Warendorf and beyond. With over 1500 employees in the association and its affiliated associations, the Caritas Association in the deanery of Warendorf is a charitable umbrella organisation that has grown over decades. In addition, it is responsible for around 60 locations in the district of Warendorf and in neighbouring districts as well as for over 40 institutions, specialist services and charitable associations. The head office in Warendorf is responsible for the central administration of all branches of the association and for the provision of services for the affiliated companies.

ISP-Euronet:

Euronet has been developing customised software solutions for commercial use on the Internet since 1993. The company specializes in hosting products, online payment systems, Software as a Service (SaaS) and Voice over IP (VoIP). It develops needs- and user-friendly solutions. It operates worldwide and has customers in over 13 countries.

About Snom

With over 10 million installed devices and branches in Benelux, England, France, Italy, Russia, Spain and South Africa, Snom Technology is a globally recognized manufacturer of IP telecommunications solutions for professional use. The company, which was founded in 1997 and belongs to the VTech Group since 2016, continues to design and develop its products in Berlin and places great importance on quality and safety. Snom draws on its 25 years of experience and unchanged innovative strength to tackle the new reality of mobility and increasing digitalisation with state-of-the-art technologies that are perfectly adapted to all communication needs and environments.

Snom's worldwide sales network includes many well-known distributors and over 10,000 specialist dealers. They benefit from a dedicated partner program, as well as personal remote and on-site support services, which, together with the superior technology, enhance the excellent international reputation of the company.

More information available at: snom.com

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