



A Word From Our Customers

Satisfied customers share their experiences



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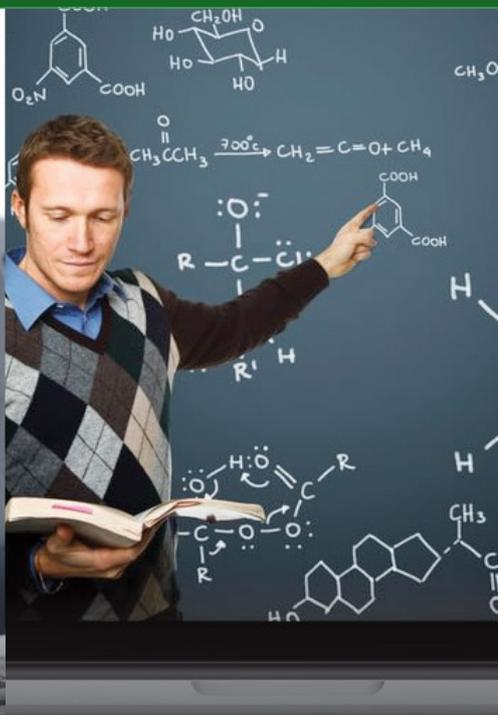
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Public Services

Needs:

Improve the services to the customer
Integration with the nurse call system

Mobility



Casa Mozzetti, an assisted-living senior center in Vazzola, in the Province of Treviso, was founded in the 1950s thanks to the endowment from the Mozzetti brothers, Eliseo and Pietro, whose mission was to promote the highest quality of life possible for those residing at the home.

Since 2005, the institution has also been running the municipality's home care services, to take care of the elderly in the territory. A daycare center for people who are not self-sufficient was opened in 2013.

The facility has about 100 beds, with over 70 employees. After several renovations, the headquarters of the facility is composed of four wings, and is equipped with guest rooms, common areas, dining rooms, nursing homes, and a large garden.

Casa Mozzetti has installed the Wildix-BTicino system, one of the most sophisticated hospital calling systems available today, enabling medical and paramedical staff to respond as quickly as possible to patient calls.

The system has been integrated with the DECT system already present in the facility, so that Casa Mozzetti employees can receive a phone call directly on their cordless phones, or display a message that prompts them about a patient's call, also specifying which room and which bed the call is made.

Dr. Daniele Dal Ben, Director of the facility, spoke about the integration: "The new system has been operating for months, with great satisfaction on our part.

The main advantage is undoubtedly the timeliness of the answer: the call comes in real-time to the caregiver, anywhere in the facility, which is very large with long corridors. The caregiver receives the room number on his wireless device, allowing them to respond much more quickly.

“ ...Our collaborators have thus been able to optimize their movements, so they respond quickly, and this has led to the satisfaction of both staff and patients. ”

Dr. Daniele Dal Ben

Needs:

Introduce tools which are easy to use
Improve the services to the customer



The Roma TRE University needed to renew their communication infrastructure and introduce advanced Unified Communication services.

“We chose Wildix for ease of use of the Unified Communication interface, which does not require installation on PCs. We have more than 3,000 people, not all of them capable of using the new systems. Our need was to provide a system with an immediate-to-access interface.” Emiliano De Rossi conducted a 2-year market survey and tested many open or proprietary products. The Wildix Solution solved 3 major problems for him:

- Integrated WebRTC Technology to provide students with advanced e-learning, videoconferencing and web-based services;
- Certification of the Fastweb operator's VoIP trunk in just 2 months;
- Gradual phasing-in of the phone system, to split the investments over several years without having to increase the budget.

“...Our university's objective is to offer increasingly advanced and innovative services to our students. With Kite they can connect to a web page conveniently from home or the library, indicate which faculties they belong to, see the person available at that moment, and easily access the information. ”

Emiliano De Rossi



Hospitality

Needs:

Improve the services to the customer
Connect different sites of the company

Reduce communication costs



Founded by Giuseppe Biasuzzi, the homonymous group based in Ponzano Veneto, operates in a variety of fields, such as building construction, breeding of thoroughbreds, farming and tourism. Biasuzzi has chosen the Wildix unified communication solution for all of the telephone communication needs of its two holiday resorts; one located in Italy and one in Croatia, finding numerous advantages in terms of cost savings and operational flexibility.

The company has two tourist establishments overlooking the Adriatic Sea: the first, Villaggio San Francesco, is in Caorle, in the province of Venice, the other, Bi-Village, is located in Croatia, on the peninsula of Istria. As a whole, the two villages, each having an area of over 86,000 acres and able to accommodate approximately 5-6,000 people simultaneously, accounts for approximately 550,000 tourists each season.

The main requirement was to “create a single booking centre for both tourist facilities, since the solution of having two separate offices was proving to be inflexible and no longer in line with the growth of business and customer care,” said Ilenia Cherubin, Sales and Marketing Director of Biasuzzi - Tourism Sector. In addition, it was necessary to create a direct connection between the two tourist villages and the headquarters of Ponzano Veneto. Wildix has installed two telephone exchanges: one for the village in Italy and the other for the village in Croatia, which have been connected to each other with an HDSL type of network. Wildix VoIP phones were installed in both resorts. The Unified Reservations Center was set up at the Croatian location.

There are many advantages of the new Wildix branded communications solution: “First, it is important to mention that the phone numbers were not changed, so the clients were not required to change their routine,” Ilenia Cherubin underlines. “But above all, with the booking centralization in a single location, today we can carry out all the duties relevant to the reservations of private clients and tour operators with a number of resources, which is exactly half of those required previously, therefore, making it possible to dedicate a greater amount of attention to the other activities intended for our clients. It is also important to emphasize the significant reduction in the costs related to phone communications obtained specifically with the switch to standard IP calls, which in addition to allowing greater flexibility, makes it possible to save on the cost of telecom services. Finally, another advantage given by Wildix’s VoIP telephone solutions is the opportunity to carry out an analysis on the data related to the phone calls.”

“...With the new system, today we have numerous statistical data available on the phone calls, which we can analyze with the goal of fine-tuning our marketing activities: for example, we are able to see how many of the phone calls coming in or going out have been converted into sales.”

Ilenia Cherubin

Hotel Parco San Marco

A top level resort on the shore of the Lugano lake has chosen the Wildix system

www.parco-san-marco.com - tel. +41 (91) 923-4086

Needs:

Introduce tools which are easy to use
Mobility



Located directly on the shores of the marvellous Lake Lugano, in the heart of an extraordinary park of 30,000 sq. meters, the Park Hotel San Marco Lifestyle Beach Resort has 111 suites and apartments overlooking the lake, about 3,000 square meters of private beach, swimming pool, Spa and Wellness Center.

Since 1971, promoters and investors had been searching for a piece of land in Ticino and Northern Italy region to construct a one-of-a-kind vacation spot. They had to wait till the end of the '90s to finally see their dreams come true. They created something unique in the Park Hotel San Marco, where the happiness and well-being of their guests is the mission of the entire team.

In order to pursue this mission, they have been very attentive to details, such as internal and external communication. This is why the resort has decided to replace their old Italtel Andromeda Medium PBX with the most prominent communication system. The Parco San Marco chose the Wildix Multimedia System for 250 users, since it allows to connect all of the phones in the hotel rooms, apartments and the entire resort, in one network, and it integrates with Protel- one of the most popular management systems in the hospitality industry.

What does it all mean?

Giovanna Lancetti, Rooms Division Manager of the Resort explains: "It means that each guest can make a call from the room and the cost of the call will be automatically charged to his or her account. It means that the front desk agents can always be reached by the phone, even in situations when they are physically not at the reception desk, since the new system allows for a complete mobility".

"It just can't be compared to the old legacy PBX. The possibilities of the new system are so much greater.

“ ...The technological renewal of the resort with the Wildix system has shown great results. We are completely satisfied with the choice we've made. **”**

Giovanna Lancetti

Needs:

Mobility
Call analysis and control



Columns of pale marble, Murano glass chandeliers, the most romantic city in the world: Ròseo Hotel Leon d'Oro is a dream, situated in the heart of Verona. It is not just a hotel, but also one of the top conference centers in the city, counting 190 rooms, a business center with 11 meeting rooms, a bar and a restaurant. An elegant building, suitable for every need, recently renovated and equipped with all comforts.

During a recent renovation, the management decided to adopt the most technologically advanced communication system, that would allow for flexibility and speed up processes, both in the business center and in the hotel.

Therefore, among many systems available in the market, Ròseo Hotel Leon d'Oro chose to install a Wildix Multimedia System – the PBX that manages the internal and external communication in the whole organization and provides the Unified Communications tools.

The new system enables agile and easy communication between the colleagues, thanks to the collaboration solution of Wildix.

Barbara Agos, the Hotel General Manager, shared her experience: “We have a large team of dynamic, young people, and they enjoy trying out new technologies. Communication is much easier now, thanks to Wildix smartphone apps. When we are not talking on the phone or chatting, we exchange Post-It messages. We got used to Wildix’s collaboration tool very quickly. Since it’s faster and more informal than emails, it allows us to always stay in touch and it integrates with the software used in our organization.”

CDR-View, the Wildix control and analysis tool, is also very helpful to the hotel management. Thanks to CDR-View, it’s possible to monitor the internal and external calls and, consequently, optimize the call traffic and improve communication with the guests.

“The calls from the room is one of the services offered by the Hotel, and this tool allows precise and accurate charging, without the risk of making a mistake for us; an objective tool that can be used to respond to any eventual complaints,” says Ms. Agos.

“...In addition, Wildix mobility service has changed the way we work. We are often on the move, on different floors of the hotel or in the conference center, but now we have more mobility and freedom in our movements. Wildix mobility allows us to increase our availability and reachability, which is essential in our work, since we must provide the information or to make reservations on the phone, and thus, stay in touch at any time of the day. ”

Barbara Agos



Goods & Services

Needs:

Call analysis and control
Reduce communication costs

Videoconference

MANTOVA

OUTLET VILLAGE

We don't always want to pass up on a new handbag, the new set of towels we need, or the new pair of shoes for our children - who are growing up so fast.

When it comes to things like this, Mantova Outlet Village is here to help: it makes it possible to purchase the best brands at convenient prices, even without sales or promotions, because it is the largest shopping project in Italy, with a network made up of 3 Factory Outlet Centers spread out throughout the peninsula. In addition, Fashion District is now part of the Mittel group, one of the first to be listed on the stock exchange in Milan.

With the diffusion of this new way of shopping, always more appreciated by Italians, the necessity to manage various locations has also advanced; one in Brescia, with 35 collaborators, one in Milan, with over 10 employees, and then the three locations of the actual outlets: Valmontone, Mantova and Molfetta. In order to connect all of the people who revolve around the Fashion District world, the group chose the Wildix communication system in September 2012.

The group communicates today, thanks to a Wildix WGW90 PBX and Wildix desktop and cordless phones, and has set up a single communication system which handles calls for the 5 locations.

Gabriele Carè, IT Manager of Mantova Outlet Village, affirms that he asked for the Wildix system after he himself took part in the technician training. In fact, because of previously disappointing experiences, he wanted to be the first to be sure of the stability of the hardware equipment and of the ease in using the web interface. Additionally, the system has made it possible for the company to save tens of thousands of Euro annually, thanks to the possibility of coordinating themselves through videoconferencing supported by Wildix Zero Distance, instead of out-of-town meetings or monthly subscriptions to competitor programs.

"Having a single communication system is a great advantage for us because in the outlets, we rent various offices to other companies, to whom we can then charge the exact costs of telephone calls made, without having to create further contracts or phone connections, making it possible to establish a relationship of total transparency." A group which has made saving for clients its strong point, knows how to drive down costs and achieve maximum efficiency.

“...But the tool which has truly increased company efficiency is the Wildix CDR-View, the instrument which makes it possible to monitor the telephone activity of each location of the company. Through graphics and tables, it is possible to obtain numbers, duration, type and costs of all the calls made or received.”

Gabriele Carè

Needs:

Connect different sites of the company
Save time & improve collaboration



In the new millennium, organization is the only way to survive in a world that runs at unpredictable speeds. That organization is the first service that VEGÉ Group offers to companies in the distribution sector.

The VEGÉ Group is a modern service company, which deals with distribution and marketing for 21 companies with 1,508 points of sale (supermarkets, hypermarkets, discounts, specialized and cash & carry) distributed throughout 10 Italian regions, which create one of the most important sales networks in Italy.

The Head Office offers consultancy to associates in terms of: promotional calendars, assortments designed to meet the needs of individual customer bases, short term product management, and multiple in-store services to increase customer satisfaction.

When staying organized is this important, nothing can be left to chance. For this reason, VEGÉ chose to modernise its communication system at the beginning of 2014. Replacing the old telephone system was a requirement both in terms of functionality and maintenance.

A Wildix Multimedia System complete with Unified Communications licenses now provides communication support to the entire organization.

Among the most obvious advantages of the new communication system is the shared phonebook and the ability to have an immediate overview of the presence status of its colleagues, which allowed the employees to speed up the call management activity by 30%.

Salvatore Sparviero, Chief Administrative Officer of the VEGÉ group, talks about the importance of a fully functioning system, which is modern and dynamic, but at the same time, low-maintenance. He also points out that internal office processes have been accelerated and facilitated by Unified Communications, such as the FAX Server, Wildix's system with which faxes can be sent and received directly via email, the multiple possibilities of working from home, and CTIconnect, which gives you the opportunity to see which users are occupied. "I do not insist if a colleague is busy, I send him/her a post-it." Simple, right?

“ ...Shared phonebooks and the ability to have an immediate overview of the presence status of colleagues, allowed the employees to speed up the call management activity by 30%. ”

Salvatore Sparviero

Needs:

Improve the services to the customer
Reduce communication costs



Nital is the official distributor of several important technology brands for Italy; among these Nikon and iRobot. The goal, as stated by Michele Difrancesco, Digital Marketing & CRM Manager at Nital S.p.A, was to introduce a service in line with the times with strong connections to the web. "Kite – the chat and online calling service integrated with the website – won us over," says Difrancesco.

The company's customer service handles thousands of contacts monthly and it deals mainly with inbound service, in which the operators offer consulting on the products distributed, and technical assistance. The distribution over the Italian territory of very different products has raised the necessity to differentiate them by introducing phone lines dedicated to different brands, managed by different personnel and in different working hours.

Thanks to the Wildix solution, the operators are now able to recognize the customers, if present, in the proprietary database, even before they introduce themselves. But, in addition to the CTI functions, the company has broadened the opportunities for contact with its own clients.

In addition, the Wildix solution has made it possible to implement services dedicated to TOP clients participating in NITAL V.I.P. loyalty program, through preferential CHAT ROOMS and direct and priority VOIP calls to the company Call Center.

Difrancesco explains: "We have two main contact areas; the first concerns the products and the photographic solutions like Nikon and Impossible, and the second, closer to home automation (domotics) and other home solutions such as iRobot and Hinnovation. With Wildix, we have created distinct work groups, so that our interlocutors can reach the operator best suited to their needs more easily.

As previously mentioned, we have added online chat on our portals, which has in fact lightened our load of calls, reducing long waits for our clients and improving our offering on e-commerce sites.

Considering the ease in accessing the Wildix communication system on behalf of our operators through the PC, we have been able to extend our business hours of service to our clients until 8:30pm, dividing the operating times of the business into shifts, making it possible for some operators to work from home."

“ ...It is always more important to not let down our clients in what they expect from us; today, the adoption of appropriate instruments allow us to express ourselves in a more personal dimension and the Wildix technology helps our daily business, on the field. ”

Michele Difrancesco

Needs:

Connect different sites of the company
Save time & improve collaboration

Videoconference
Reduce communication costs



The Intersport shops in the Region of Lyon have adopted the Wildix solution. The objectives: to improve service towards the client, optimize internal communication, reduce costs.

According to Bruno Forquet, Sales and Marketing Director of Caribou-Intersport, "Our clients call us to request technical assistance, to verify the availability of the products, to book ski rentals... An efficient phone service plays an essential role in catering to our clients."

With two stores in the city, Croix-Rousse and Villeurbanne, at a distance of 5 km from one another, and the third in the design stage in a commercial area, at a distance of 30 km (but since March 2014, already operative), the old PBX began to show its own limitations.

The two "historical" stores each had their own PBX. "At the time, the objective was to guarantee autonomy of communication in each location, and to avoid an instance where an issue with the PBX of a retail store affecting the service at the other. But the frequent phone calls between the two stores represented a very high cost," Bruno Forquet explains.

"The Wildix solution was instantly interesting to us," Bruno Forquet confides. "We are able to program our system in such a way that the PBXs have their own autonomy and, at the same time, they represent a network in which communication among the stores is carried out over IP and not on the operator network - a savings factor on internal communication."

Bruno Forquet continues, "Additionally, Wildix has offered us functions that we could not even imagine for our situation - the ability to view the presence status of our co-workers, for example. With just a quick glance of the screen it is possible to know if the person is online and available to receive a transferred call, all of this, even if in another location! No more "manual" searches, outside calls to find a co-worker who moves often among the locations. This means that there is a significant saving of time and an increase in efficiency, and above all, an improvement of the company's image in the eyes of our clients."

But the function which most impressed the Caribou Intersport Manager was Videoconferencing.

“...Previously our personnel had to travel for coordination meetings or to acquire information on commercial initiatives related to the launch of new products. The Wildix collaboration tool makes it possible for us to meet in videoconferencing, sharing our documents and presentations online. With the amount of time lost in traffic in Lyon, the advantages are quite clear!”

Bruno Forquet

Needs:

Introduce tools which are easy to use
User experience



Sanrio is a Japanese company founded in 1960 that operates in different business segments, but is mainly famous for designing and selling the license to use their 50+ characters, some of which are well-known in the whole world – Hello Kitty, Keroppi, My Melody.

With the motto “Small Gift, Big Smile”, the company became multinational, it has one subsidiary in the USA, as well as one subsidiary and over 3000 sales points in Europe.

Hassan Khalid, the IT manager of Sanrio EMEA based in Milan, has chosen the Wildix communication system and is sharing his experience:

“It was time to renovate our communication system, so our suppliers proposed two or three solutions. They know that as a rule I tend to choose famous companies, so it seemed quite strange to me, to find Wildix on the list; the name I didn’t know well. But I’ve accepted the challenge. I liked the fact that Wildix is not afraid: being aware of the fact that there is such a big competition in this industry, they have still decided to enter the sector.”

Hassan Khalid continues, “The determining factor for me was Unified Communications, since nowadays everyone is working with Unified Communications. The problem for us has been to unify all of the communication tasks, but at the same time, to manage to keep it simple for the user of the system.

It is a well-known fact that it takes about four years to get used to the new operating system. Usually, the people who develop communication systems forget about the user experience and the fact that the end user does not have any IT knowledge.

Wildix, on the contrary, has managed to develop a cutting-edge technology system with a user-friendly and intuitive web interface.

...The biggest benefit for the company is that each user from the secretary to the salesperson can immediately start using all of the available features.”

“ ...It took fifteen minutes for the it specialists to present the Wildix solution to me and to explain how it works, since all its features are instantly recognizable. ”

Hassan Khalid

Need:

Mobility

SPK COMMUNICATION MANAGEMENT

It is a well-known fact, when it comes to communicating, women have an extra advantage: for this reason, SPK Communication Management was created in 1997 by Federica Micelotta. It was developed by the idea

to use female skills to become the familiar voice to answer the phone calls received by many Italian institutions and companies. SPK works to provide solutions in taped greetings for phone calls and messaging, but also for voice overs, such as for radio announcements and promotion publicity, both for small and medium-sized businesses, as well as for public institutions and large corporations.

Do you need to speak with someone in a particular office within the city government in Rome or Milan? The taped voice of a SPK collaborator will guide you to the extension you are looking for. Are you Nestlé or Ferrero clients needing to request information on the characteristics of some of the products? By contacting the Italian customer service phone lines, you will encounter the voices of SPK.

In addition, the company has evolved over the years to also provide consulting in regards to wiring and PBXs.

With such relevance to the world of communications, SPK must be sure to have the best ICT solutions available on the market, which allow it to optimize its products, and therefore work in a much more efficient manner, thus making the company more attractive to possible clients as well. For this reason, in the summer of 2012, the company decided to update their own communications system and to substitute a Siemens system, which was too limited for the functions they required. They chose to update to a Wildix Multimedia System and new VoIP HD phones.

“We were in need of a flexible PBX, which would adapt to our demands. We chose Wildix because it makes it possible for us to leave the office and transfer the calls of 2 or 3 specific urban lines to our mobile phones, automatically and without hold times or problems for the client who is calling us,” Ms. Micelotta explains. In fact, Wildix offers a system of mobility, called Mobility Enterprise, which goes far beyond the simple call transfer to mobile phone, providing access to advanced communications functions even in mobility.”

“ ...The voice of SPK goes through the Wildix telephones, and now the clients hear it loud and clear. ”

Federica Micelotta

Needs:

Connect different sites of the company
Reduce communication costs

Mobility



“Our relationship with Wildix began in 2012 with the opening of a new branch and the growing difficulty in managing the communication systems of a multi-location reality, which was expanding and whose costs were increasing... From that moment all of the new branches, and the old ones, which needed technological updating, were adopting a Wildix communication system, which makes it possible for us to have all the PBXs connected in one intra-company network,” explains Cristian Donà, IT Manager of Trivellato.

“Trivellato is in the sales, assistance and replacement parts business for major brands. In addition to the Torri di Quartesolo location, in the province of Vicenza, we have 8 branches and we cover 4 provinces in the region of Veneto, with approximately 250 collaborators. Specifically for our widespread presence throughout the region, the Wildix system has simplified the way our collaborators communicate and the way of managing the IT sector throughout the entire company.

The ease of configuration is, without a doubt, the greatest advantage of a system in the network, where, from the main location, it is possible to remotely control 5 branches, which at the moment have three WGW 40 and two WGW 16 systems installed.

The Wildix DECT phone devices allow for great dynamism, just like Collaboration, which makes it possible for each employee to know if his or her colleagues are at their workstation or busy, and therefore to use the most appropriate means of communication; In addition, we have assigned a prefix to each branch, and the communication between branches takes place with the same speed of those between two extensions within the same company. Lastly, in those areas where we switched to VoIP, we have seen a savings of at least 30% on phone calls.”

The Trivellato Group is an official sales and assistance dealership for Mercedes-Benz, Smart, Toyota, Lexus, Mercedes-Benz Industrial Vehicles, Mitsubishi Center and authorized assistance for Unimog, Setra and Mercedes-Benz bus. The holding was created in 1922, as a motorcycle workshop, and since 1954 as a Mercedes-Benz dealership. Through the years it faced various challenges, demonstrating dynamism, desire to succeed and team spirit: in 1961, a car racing team was founded: the Trivellato Racing Team. In the 80s, a basketball sponsorships began; then, from 2013, the partnership with the Hellas Verona F.C., and for the past twenty years, the group has been promoting the Vicenza Jazz Festival. Branches in the network, remote management, flexibility in communication, and a significant saving in costs, were all of the immediate advantages of an integrated and innovative communication system.

“ ...The Wildix Dect telephone devices allow for great dynamism, just like Collaboration, which makes it possible for each employee to know if his or her colleagues are at their workstation or busy. lastly, in those areas where we switched to VoIP, we have seen a savings of at least 30% in telephony costs. ”

Cristian Donà

Needs:

Save time & improve collaboration
Mobility



The Wildix communication system, with integrated Plantronics headphones, revolutionizes workstations in the company. Smart working has been a talked about topic for quite some time. Being able to work in mobility, without having to necessarily be “tied” to a desk, able to therefore bring home useful instruments for our job: this is smart

working. Today, there are many Italian companies which have adopted this new “method of working:” a way which looks to a technological future, always more productive, but also more attentive to the quality of the workplace because it is able to limit correlated work stress. Valore BF inserts itself in the framework of the early adopters of this innovative philosophy.

Founded by Fabio Bernardini, the Valore BF group was created in 1985 in Busto Arsizio in the province of Varese, and today boasts 5 locations to their name, for a total of 150 authorized personnel. Valore BF presents itself as a single agent for business technology, offering consulting and operative support in different areas of the ICT (from printers to Unified Communications). With the event of the opening of the new location in Gallarate, Roberto Stronati, UC&C specialist and Davide Ronchi, technical manager, have researched ways to provide a new location, which also has an open space for a call center, with appropriate instruments for smart working. Wanting to eliminate landline phones, the last anchor tying employees to their desks, Roberto and Davide find themselves in need of choosing headsets for the call center agents and those in the back office. The main requirement is their ability to integrate with the Wildix communication system installed at their offices. After careful market analysis, they chose Plantronics, “moved by the trust and reliability factor of the brand,” as Stronati himself tells us.

“We have chosen a headset with a cable (the C310) for the workers of the call center, while for the colleagues of the back office, we opted for a bluetooth headset (the Savi W440), which makes it possible for them to get up from their desk and best manage their work procedures. Many of the commercial headsets Plantronics offers are integrated with the Wildix solution, meaning that the user who receives a phone call, can respond or hang up by pressing the keys directly on the headset, with a substantial increase in response reactivity. The introduction of the Plantronics headsets integrated with Wildix, had - as an immediate positive effect - an increase in productivity, above all, for the operators of the call center who, working in the open space, enjoy an audio quality for both sound coming in and going out which is significantly superior to the previous one,” Stronati concludes. Luisa Carullo, Back Office Manager for Valore BF, comments: “The use of the headsets provides comfort for those who work on the phone, allowing them the ability to carry out other tasks in a simple and quick manner. The quality of the audio is certainly better than a phone handset...not to mention the amount of available space we have gained on the desks by eliminating the phones.”

“ ...The introduction of the Plantronics headsets integrated with Wildix, had - as an immediate positive effect - an increase in productivity, above all, for the operators of the call center. ”

Roberto Stronati

Need:

Mobility

VESTIL
dal 1957 • Torino

In Italy, fashion is not just a way to dress, but an actual lifestyle. For this reason, the Vestil shop in Turin, managed by the Orecchia family, has been involved with dressing the men of the city in the best, high fashion brands on the Italian and international markets since 1957.

Roberto Orecchia felt the need to substitute the old cordless phones - the only communication system within the store - with a more efficient communication system, so that the communication management of the store also be up with the times, without going out of fashion each season.

With the installation of a Wildix Multimedia System in December 2012, VoIP desk phones and W-Air cordless handsets, the use of the CTIconnect Mobile on Apple iPhones and fax recognition, the quality of the work inside Vestil, and with its suppliers and clients, changed significantly.

The management of a shared phone directory over all phones (landlines and cordless) has, in fact, made each collaborator in the store independent in handling calls with the warehouse and suppliers, and above all, it has improved the direct relationship with the clients. This, regardless of the fact that, as Mr. Orecchia himself tells us, the shop is inside a nineteenth century building, where the thick walls previously made it very difficult to use a cordless line. The fax recognition, additionally, has freed the staff of an extra duty, allowing them to save time and therefore increasing work efficiency.

With CTIconnect Mobile, available for iOS or Android mobile devices, it is possible to call or video call any number via mobility and VoIP, send text messages to all of the system users, send out reminders, communicate one's own status and location, receive notifications for new messages and finally—and this is where Vestil completely takes advantage of the potential of the Wildix system—it automatically synchronizes one's own phone directory, even from external sources such as Microsoft Exchange, Outlook, external databases, MySQL, MS SQL, CRM.

“...Finally we can access the shared directories from every telephone, but i find the iphone app, which i use very often, to be extremely convenient.”

Roberto Orecchia

Needs:

Connect different sites of the company
Videoconference

AL SERVIZIO DELLA RISTORAZIONE



Unifying the communication systems at all venues and bringing communication to the Cloud seemed like a difficult, long, and risky operation - but it proved to be a success. The Pregis Group specializes in the Foodservice market; specifically the supplies of food, beverages, and non-food products for hotels, restaurants, pizzerias and bars.

There are 5 offices in the provinces of Verona, Trento, Novara, Pistoia and Cesena.

Moreno Gisaldi, the IT Manager of the Pregis Group, was facing the same problem every day: the communication system was fragmented; each location had its own, different infrastructure (some Alcatel analog switchboards, some Asterisk-based PBXs, such as Nexi).

This affected not only the management of the infrastructure, but also the quality of internal and external communication.

Managing five different areas, with five different criticalities, with numerous programming variables, involved a massive effort for the IT department.

The installation took place gradually, and did not interrupt the company's communication flows, ensuring continuity in the daily work of the employees.

"Now the phonebooks are updated for all users at all locations, and the phones are updated quickly with auto-provisioning.

But if I have to say what I think is the most valuable element, it would be the videoconferencing system.

In fact, I had a large number of locations and needed to introduce a videoconferencing system. I had been imagining complicated, bulky infrastructures, but Wildix surprised me. Video conferencing can be activated from any PC, in any office, thanks to WebRTC technology. "

The next step? Moving everything into the Cloud...."

“ ...We truly have unified (multi-channel) communication with Wildix, which offers us a technology that allows us to look toward the future, because it is a fully web-based communication. ”

Moreno Gisaldi



Custom Clearance & Freight Forwarding

Needs: Connect different sites of the company Reduce communication costs
Integration with the CRM



The company Centro Spedizionieri Doganali (CSD)--Customs Clearing & Freight Forwarding Center--has been working in the field of consulting and assistance in customs and fiscal matters for foreign trade for 20 years. The company collaborates with its partner, SCS, based in Rimini, for international shipping, and with a law firm to offer professional advice in customs and tax matters. The territory of CSD competence is not limited to the European Economic Community, the company is also present in the Far East market, with an office in China.

“A company that offers its services on a global scale is positive that technological innovation is a primary resource for growth and productivity,” says Daniele Paolini, head of CSD’s CED. To empower the communication tools and introduce new features, the company has decided to replace the old telephony system in the registered office with the VoIP PBX.

A Wildix Multimedia System of 90 extensions was installed in the main office in Civitanova Marche. The PBX also manages the call traffic of SCS Partner in Rimini and China office. In those offices, remote VoIP phones connected to the PBX have been installed. Each employer of the company has access to the Unified Communications features. Thanks to the Mobility service, the full reachability of employees, consultants and sales managers is guaranteed. Several more services have been introduced, such as Fax Server and integration with the CRM, already existent in the company.

According to Mr. Paolini, the benefits of Wildix solution could be seen immediately. The Server Farm allowed the company to gain more space and remove the unnecessary cabling of the old telephony system. VoIP calls allow for considerable savings, especially for calls to mobile numbers and foreign countries. It also allows for a detailed call costs analysis.

CSD regularly organizes educational seminars that are streamed online, with the aim to update its customers on the new regulations and norms issued by the Customs Office. Therefore the company is now considering implementing the Wildix videoconferencing system.

“ ... The possibility to access to the PBX configuration via the browser is a dream come true. ”

Daniele Paolini

Needs: Connect different sites of the company
Introduce tools which are easy to use



Swissconnect ag, a freight company founded in 1988 in Lucerne, works in partnership with the Swiss Railways and several contract partners to ensure safe and fast shipments throughout Switzerland. In 2016, the company decided to replace its old Aastra phone system. "We had different expectations about the features of our new phone system," says Fabio Christen, swissconnect's IT Manager, "we had to take our growth into account. At first we were only active in the Lucerne area, but then we expanded throughout Switzerland.

Our 10 sites are located in the German, Italian and French-speaking parts of Switzerland: we needed them all to have the same PBX. However, since the sites operate as separate companies, it was also important that the system could be configured independently. We had evaluated other solutions, but in the end, the presentation of Wildix is what convinced us. Representatives came to us, and we soon realized that it was the perfect solution for our needs. We are very pleased with the choice." A decisive feature in choosing a Wildix PBX was the absence of a cumbersome infrastructure. Being totally web-based, Wildix is user-friendly and easy to manage. Another benefit of the Wildix System is the speed of creating a multi-location system. It is easy to connect to one another, and it is also possible to determine the parameters of the various PBXs independently of the main system and according to the needs of the users.

Especially in Switzerland, where three languages coexist, it is very important that applications are available in different languages. Wildix was able to accomplish this: Language settings can be changed by the individual user depending on the language spoken. There are currently 50 swissconnect collaborators using the Wildix solution but that number is expected to increase. With the exception of Lausanne and Lugano, all other locations are located in German-speaking Switzerland. Following Deutsche Telekom's news of the ISDN service interruption in 2018, resulting in a complete switchover to IP telephony, many companies are looking for full IP solutions for their new PBXs, accordingly.

"Initially we had an Aastra phone system, which was not IP. Switching to a Wildix PBX was not easy at first; there were a lot of features that we were not used to... Despite this, the multiplicity of features and flexibility in configuration has provided us with many more possibilities: for example, we have been able to create IVR settings that allow us to address calls in a very precise way. When a customer calls, he is prompted to enter his postal code and then the call is redirected to one of the ten PBXs. Often the calls also contain sensitive data and affect the performance of other companies acting on our behalf. It is very important that communication is clear, and, if necessary, that it is recorded without any problems and then forwarded to a local PBX."

“...All of this was not possible with our previous telephone system. even the analysis tools we have now, thanks to cdrview, make it easier for us to work allowing us to control all corporate communication. ”

Daniele Paolini



Finance & Insurance

Needs:

Mobility
Call analysis and control



Aste.com is the company with over 25 years of experience in judicial sales, active in the provinces of Treviso and Belluno. In recent years, its business has significantly grown and the company has decided to move to Silea, into a new building, that covers a span of 2,500 sq. meters, consisting of the offices and a warehouse. Consequently, there appeared the need to redesign all of the facilities and installations, including the telecommunications system, to bring it in line with the needs of the new office.

Dr. Zaghetto, the director of the company has decided to implement a high class communication solution, able to manage 30 users in two offices, ensure the reachability of collaborators who are often out of office, handle a large, call traffic volume and optimize sending and reception of faxes. A Wildix Multimedia System of 40 extensions and VoIP phones connected to the PBX, and a W-AIR system, the cordless solution of Wildix, based on the CAT-iq technology were installed in the headquarters of Aste.com in Silea.

Communication is not just the call traffic. "The possibility to send and receive faxes in a digital format, via email, is a great benefit for us," says Dr. Zaghetto. "Also the tools that seemed trivial and unnecessary at the beginning, such as chat and virtual Post-It messages, have proven their worth."

Each employer of Aste.com has now an access to the collaboration tool of Wildix that brings the Unified Communications services into the company. The web interface is accessible via the browser and allows the users to monitor the presence status of their colleagues, contact each other via chat, call, virtual Post-Its and send "Call me back" messages. According to Dr. Zaghetto, "the new solution has minimized the movements of the employees from one office to another and significantly reduces the time spent on daily operations."

Wildix Mobility service ensures the reachability of the colleagues who are often on the move, since they can now make and receive the calls to their mobile phones in the same way as to their office phones. Wildix CDRView, a control and analysis tool, has proven to be very helpful to the company management and to the company owner, in particular. Authorized users can now view the information relative to the quantity, duration, types and costs of all the incoming and outgoing calls in graphs and charts.

Aste.com plans to install another Wildix Multimedia Communication System in the office in Belluno and to connect all the branches via the WMS Network, a private intra-company network.

“...With moving to the new office, we have introduced a new way to work; taking advantage of the technological power of the Wildix solution. ”

Andrea Massarotto

Atesia Assicurazioni

Atesia Assicurazioni implements Wildix Unified Communications solution

tel. +39 (046) 402-0908

Needs:	Connect different sites of the company Improve the services to the customer	Integration with the CRM used in the company
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Atesia Assicurazioni was founded in 2009 by professionals highly experienced in the insurance industry. Together, with Assitrento Assicurazioni, a company founded in 2011, they represent one of the most significant insurance companies in the region, with ten offices on the territory of Trentino and Veneto.

Luca Pasqualetto, the co-owner and co-founder of Atesia Assicurazioni, explained that the main necessity of the company was to renew the telephony infrastructure, since the existing solution proved to be insecure and no longer able to comply with the growing needs of the business. After the detailed examination of the market, the company chose Wildix.

Wildix VoIP PBX, that manages all the internal and external communications of the company, was installed in the main office of Atesia in Rovereto (TN). The comprehensive system of Wildix links all of the company sites located in Trento, Riva del Garda, Ala, Avio, Mori, Brentonico, Affi, Garda and Folgaria to the main office. Thanks to the WMS Network, the private intra-company network of Wildix, all of the locations are now connected via one fast and secure corporate network.

It didn't take too long for the Wildix solution to prove its benefits. According to Luca Pasqualetto, in a highly competitive market of the insurance business, it's very important to stand out by focusing on the key points, such as the quality of the services and the attention to the customer. Numerous features offered by the Wildix System helped to optimize all of the communications and the internal processes of the company.

Among the most beneficial features, it's worth mentioning the integration with a CRM module and FAX Server which makes it possible to manage faxes as if they were simple emails. Another important advantage is the integrated WMS software, which is highly flexible and allows every specific need of the company to be customized. Calls and contacts are now automatically assigned to a specific order, without having to indicate it manually each time. The possibility to manage and customize the features of each extension of the system, regardless of where the user is located, since the login-logout status is associated to the phone and not to the extension, is yet another useful feature.

One final benefit worth mentioning, is that after switching to VoIP, the internal calls between the users of the system located in different offices of the company became free of charge, which helped to significantly reduce communication costs.

“...Talking about the future developments, based on the positive experience with Wildix, we are planning to bring our phone system to the cloud and adopt a pay-per-use model, which offers even more flexibility.”

Luca Pasqualetto

Needs:

Improve the services to the customer
Connect different sites of the company

Reduce communication costs



Credito Cooperativo dell'Adda e del Cremasco – Cassa Rurale (BCC) was formed in May 2009, by the merger of two banks: Banca dell'Adda and Cassa rurale del Cremasco (which, in their turn, had been established as a result of other mergers).

BCC is deeply rooted in the territory, where it has been active for over one hundred years. The emphasis on cooperation and solidarity values, orientation towards the common good, constant endeavour to combine technological innovation with personal approach, make this bank different, especially today, at the time of the global economic crisis.

BCC has taken up a very difficult challenge: to keep up with the new trends on the market. To carry this into effect, the bank had to take certain measures aimed at reinforcing and increasing the competitiveness in terms of services, professional profiles, alliances, pricing policies, and innovative technologies.

These were the reasons that led BCC to modernize their communication system, followed by the installation of the Wildix system in each of its 20 branch offices. All of the branch offices are now connected in one network (Wildix WMS Network), which allows each of the 120 colleagues to contact each other in an instant and secure manner. As a result, it helped the bank to save up to 20% of the time spent on internal communication and significantly boost the operational efficiency.

It takes several seconds to login to the system with any Wildix phone located in any branch office of the bank. In this way, the bank ensures its complete reachability and availability to the customer.

Here is the testimony of Cesare Lombardi, the Head of Organization and Resources: "I'm completely satisfied with the results obtained...Wildix has proven to be a company that takes care of every little detail of their products. Thanks to their intervention, the bank has achieved significant benefits. From the economic point of view, the choice of Wildix has been a winning decision: just think, that half of the existing lines in various branch offices had been removed, resulting in considerable cost savings and operational efficiency increase."

“...Customer retention is a key factor, and today, thanks to Wildix technology, bcc can also interact with their digital customers, ensuring the same expertise and professionalism in online services as at the desk. This more another evidence in favor of the fact that BCC is a different bank, constantly engaged in service innovation, seeking for new channels to quickly respond to the needs of partners and customers.”

Cesare Lombardi

Needs:

WiFi system
Integration with the CRM used in the company



Centrale Attività Finanziarie S.p.A. is an independent service agency, for third parties, who manages residential mortgages, commercial loans and consumer credit, both performing and non-performing. The company has a main office in Rome and two offices in Milan. During the 2013/2014 two-year period, the assets managed were increased by approximately 200%. Consequently, the number of resources employed increased significantly, reaching 180 people,

with further growth prospects during the next few years.

CAF activity is based prevalently on specific operational workflows, from which reports on the activity carried out by the single operators are generated, particularly through telephone activity, which, therefore, constitutes a central aspect of their work. In order to improve the management of this important operations instrument, starting in 2012, CAF substituted its Siemens PBX with a Wildix Multimedia System.

Fabrizio Magliocchetti, the IT Manager of CAF, tells us, "After an initial trial period we realized that it was exactly what we were looking for. So, with the growth of the company, we decided to focus completely on the Wildix VoIP system." Today, the installation consists of a single Network for the three locations, that is able to manage over 400 extensions.

From the beginning of 2014, to further improve their technological system, CAF decided to offer a highly professional and efficient WiFi connection service in compliance with the privacy policy for each client. Obtaining excellent performance was possible thanks to Overlay, the Wildix WiFi system. Overlay allows for uniform connection coverage in various rooms of the historical building in the center of Rome, of which CAF S.p.A. occupies 3 floors, each approximately 500 sq. meters, therefore, overcoming the difficulties that a historical building, with very thick walls and very high ceilings, would implicate.

The experience revealed itself to be decidedly positive, in a situation in which WiFi coverage of diversified areas was not thought possible, and now the clients can take advantage of quick internet connection. In fact, it is possible to rapidly create an access account to the WiFi system which is personalized for each guest by sending the personal credentials directly to a mobile phone. All the while, maintaining total network security.

“...The company is constantly subjected to external audits, by clients who are accustomed to dealing with the best IT and communications systems... The results of these inspections have definitely been positive. The updates of recent years, as a result of the implementations researched with Wildix, have certainly contributed to improving the perception of the company by the auditors.”

Fabrizio Magliocchetti

Needs:

Reduce communication costs
Call analysis and control

Integration with the CRM



Penalised by an expensive and complicated leasing telephone system, Empruntis decided at the end of 2014 to adopt a new communication system with lower costs and simpler maintenance.

Being intuitive, economical, innovative and compatible with the Kiamo interface, the software for client management used by the Empruntis consultants, Wildix proved to be the ideal solution.

Founded in 2000, the Group became the leader in France in mortgage mediation. It is made up of two distribution channels: empruntis.com for remote brokering and Empruntis, the physical brokerage agency. The Group has 150 employees for remote business and 250 for the physical network. In 2014 alone, over 100,000 families asked Empruntis to negotiate the best rates for their mortgages.

"Creating a relationship of trust and supporting our clients, by using the telephone exclusively, requires a high level of skill on behalf of our operators, but also solid reliability in the communication instruments. Having 150 phone lines operating at the same time every day, all day, is fundamental or even vital to our company." - Yann Djenderedjian, the IT manager of Empruntis, explains.

During the month of December 2014, the group adopted a complete Wildix Unified Communication solution, which makes it possible to interconnect 1,000 employees, which handle up to 300 calls simultaneously, guaranteeing continuity of service. The use of UC&C software applications improves the business processes: Wildix Collaboration tool streamlines internal communication, while the CDR-View call analysis and reporting tool offers more in-depth data statistics, with the goal of optimizing call management and improving the level of availability of the operators.

A few months after the installation was carried out, the company sent Wildix France a letter:

"In the month of December (2014), we decided to substitute our PBX with a Wildix unified communication system. After just a few months of use, we express our great satisfaction in the choice made.

To maintain our position as leaders and continue to improve results, the company has counted on innovation, change and collaboration. This is what the Wildix solution has given us. We would like to thank you and your partner, for your professionalism and consultation, and I am truly happy with this choice, which we hope will continue will further implementations. Best regards, Yann Djenderedjian"

“ ...After just a few months of use, we express our great satisfaction in the choice made. The delivery was quick and the installation was facilitated by the automatic provisioning of all the devices by the PBX. The solution makes it possible for us to control our call center activities, at lower costs. **”**

Yann Djenderedjian

Needs: Connect different sites of the company Integration with the software used in
Save time & improve collaboration the company



The Katholischer Verband der Werktätigen (Catholic Association of workers) was created in Alto Adige in 1948 and, at the moment, is the largest social organization of the Region: counting 40,000 members, 150 employees and 13 offices. It has, therefore, a fundamental role in the community, offering consultations for work sectors, retirement, family

assistance, housing and accounting. From this, the need for easy, quick and all-around communication became important, for both responding to the needs of the members, and for simplifying the contact among the various locations.

In November 2012, KVW decided to renew its communication system and proceeded to substitute its previous analog solution.

A Wildix system was installed in the data center, in the Bolzano location, which manages all 150 employees in the various offices, making it possible to respond to the phone calls received, even outside of the office hours. In this way, the members are never left on their own and always receive an answer to their needs, thanks to the automation of the PBX.

This tool has revealed that a call center operator now takes 50% less time to transfer the call to the desired extension, simply by looking on their PC monitor for their colleague and forwarding the call with a click. Additionally, better communication has had positive consequences, even in regards to the internal organization and the organization's administration, allowing for more time to listen to the requests of the members.

"But the real improvement in the services," as Mr. Larentis, the IT Manager of KVW highlights with surprise, "is owed, above all, to the introduction of the Wildix collaboration tool, integrated with the WebAppointment software which is used now by over 85% of the employees."

In fact, Wildix's totally web-based graphic interface makes it possible to know the position of each employee, their availability and presence status (free or busy), and geographical location, making it possible for the employees to use their own PC in the place of the phones. Therefore, allowing them to manage the call volume with great speed. In addition, the call analysis and reporting tool provides important information on call activity through graphic charts and grids, supporting the company management in making decisions related to the future business strategies.

“ ...But the real improvement in the services is owed, above all, to the introduction of the Wildix collaboration tool, used now by over 85% of the employees. ”

Alfred Larentis

Needs: Introduce tools which are easy to use
Integration with the software used in the company



Georg Soller GmbH has been active in Straubing since 1951 and is part of the AXA group.

"We are the reference partners for everything concerning financial insurances and services in the Straubing area. We are active in real estate, deferred clearing services and more," says the branch manager, Georg Soller.

"In times of industry 4.0, it is very important to create synchronization and simplification in processes. Especially in our field, it is important to create conditions that ensure safe and fast internal and external communication."

"Administering and using the system is also possible for people who do not have a technical background. We would absolutely recommend Wildix to any company that wants to streamline and unify their communication."

We asked the Wildix Business Partner--the company who made the installation--which features and products were particularly appreciated by the customer, and why the company chose to buy a Wildix PBX.

"The Collaboration user interface and the WMS (Wildix Management System) are easy to configure, use and manage: the big advantage is that each and every user – not just the IT Manager – can use all of the system's features. Integration with Office 365 was also important for our customer. As for hardware, the phones of the WP600A series are extremely user-friendly and innovative. The availability of a GSM Gateway in Wildix's product offering has been a plus, since it allows sending SMS to customers."

“ ...The benefits we have gained since the introduction of Wildix have made everyday work easier for us. It is extremely easy to use, which was immediately appreciated by all employees. The staff working in mobility are very satisfied. ”

Georg Soller

Needs:

Reduce communication costs
Homogeneity of the telephone network

Mobility



LeLynx.fr, an important insurance comparator, decided in 2015 to change its telephony and opt for the Wildix solution.

Natacha Laverny, the office manager for LeLynx, explained:

“We had a problem of homogeneity of our telephone network. Consisting of phones that were purchased on a commercial basis and were not working well. Our equipment was unable to provide the basic telephony functionality, such as call transfer and call forwarding in case of absence. As a young and dynamic team, the company evolves according to the rhythm of our projects, which requires a great deal of internal mobility for our employees, as well as for their work tools; i.e. the telephone. Except these changes were often hampered by different “logistics” problems, when, for example, a desk phone had to be moved because of network cabling limitations. Added to this, is an expensive operator contract; and now we are faced with a very difficult situation - prompting us to break our commitment a year and a half in advance. Penalty fees that will be amortized at the end of the year.”

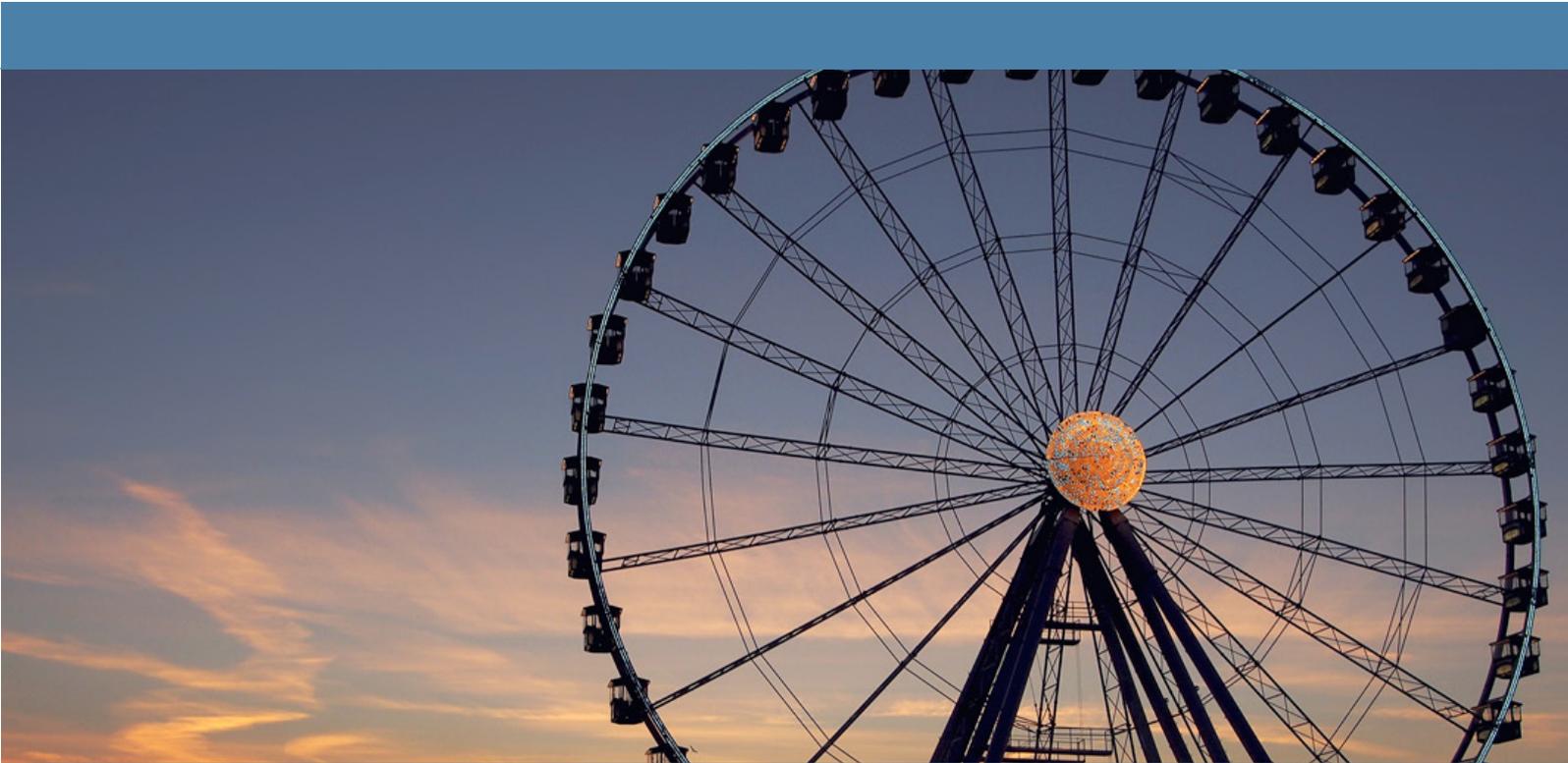
In June 2016, a physical PBX was deployed with 40 WAIR 70 DECT cordless phones and a standard WP490 phone, plus three expansion modules with 20 keys each. The 2 DECT base stations are sufficient enough to cover the 450 sq. meters of office space.

One of the most important requirements for LeLynx.fr was the possibility of simply administering the telephone system in a stand-alone manner (making minor modifications).

“The WMS interface is really easy to use. I quickly took over the system. Today we are able to manage user accounts and lines to the operator, as well as create restriction rules without the help of an external service provider. We can even create call queues with a round robin strategy of dialing call agents. This means that the call is transferred to the available users of the same group in turn,” says Olivier Rivaton, the web project manager of LeLynx.

“ ...To our delight, we are seeing better call flow, better internal flow of information and, above all, a reduction in our telephony budget. ”

Natacha Laverny



Industrial Manufacturing

Needs:

Reduce communication costs
Connect different sites of the company

Mobility



J.F. Amonn is a family company that began around 200 years ago. Today Amonn group is active in various industries including stationery items and typography, hotel supplies, and most of all, it is one of the most famous Italian brands for wood preservation that offers the full range of wood preservative primers and varnishes.

The enterprise that began its activity in South Tyrol, has now become world famous due to the fact that each company within the Amonn group is notable for their emphasis on quality and for high professionalism in each particular sector.

Amonn group has decided to improve communication between the 9 offices and 3 departments of the Holding.

Wildix system was chosen as the most flexible solution and installed in each office of the holding, allowing a huge number of users in different locations to communicate in one seamless environment and to use the Wildix collaboration tool.

"The new communication system has brought a positive change to the network due to the elimination of unused telephone lines and a significant decrease of time and costs spent on communication," says Roland Weissteiner, the IT manager of Amonn.

"Previously, each employee had to consult a paper phone book in order to get in touch with their colleagues. It was difficult to memorize them all, since everyone had a different number. It took time to find the needed contacts. Now, there is a shared phonebook, extensions consist of three digits maximum, the search of contacts is quick, and the time spent on certain operations has considerably decreased," adds Mr. Weissteiner.

Another benefit of the Wildix system is the cordless W-AIR system that was installed in the office of Bolzano, which has a warehouse of 2,000 square meters. The employees can move around the warehouse without worrying about the signal coverage, since it's guaranteed by the presence of W-AIR Repeaters. Each employee can contact each other at any given moment, answer the phone calls, consult the corporate phonebook and see the information on the presence and activity status of colleagues using a cordless phone.

And so the blue of Wildix has connected all the colors of Amonn.

“ ...The new communication system has brought a positive change to the network due to the elimination of unused telephone lines and a significant decrease of time and costs spent on communication. ”

Roland Weissteiner

Needs:

Mobility
Save time & improve collaboration



Tradition, innovation, commitment and determination are the principles of one of the companies that exports Italian excellence all over the world: Bawer S.p.A.

Founded in 2002 under the leadership of Pasquale Lorusso, Bawer produces and sells component parts and accessories made of steel; adapting their own production to the needs of the market with great timeliness and originality.

Headquartered in Matera, the establishment extends over an area of 45,000 square meters, of which 16,000 square meters are dedicated to production and 1,000 square meters house the offices, on three levels.

To obtain such a high international profile, the importance of using the most advanced technologies must be one of the main company pillars. In September of 2014 Bawer decided to substitute its communication system, which had been - the Selta ST40 PBX, with the Wildix system.

A Wildix Multimedia System, with 2 GSM media gateways, fax server, DECT cordless W-Air phones, and Collaboration was installed at the Bawer office. All of this is aimed at allowing for the mobility of the Bawer collaborators, both within the interior of the vast business area and outside.

The aspects of the work in which there has been a real improvement are varied from the internal coverage throughout the area, and in the different plants, to the advanced interface that can easily be accessed from desktop.

Though chosen because it is extremely flexible, the new communication system was recognized by the company, above all, for its Mobile Enterprise solution.

Francesco Cornacchia from Bawer, tells us, "Being able to move over 45,000 square meters and respond, nonetheless, to every phone call, has decidedly changed my work method and that of my colleagues."

“ ...The improvement in efficiency at the workplace has led to a high level of satisfaction with the new system. Additionally, considering the essential role the pbx has in an international company like this one, service, always punctual and immediate, is also evaluated very positively, making it possible to resolve every type of problem in very little time. ”

Francesco Cornacchia

Needs:

Reduce communication costs
Improve the services to the customer



BETA LIFT srl is a company based in Inzago (MI), which has been present in the elevator sector for forty years.

In 2000, a new law was enacted, stating that all lifts should be fitted with a telephone so people can signal any faults - a new device, which should be tested every 3 days.

In order to carry out these accurate control activities, the companies in the sector must engage many human resources, since the work is managed manually by the technical support: automatic lift calls are taken over by the operators, and at the end, it monitors which devices have not made the notification call.

BETA LIFT wants to automate these processes by using a special Java software, installed on a dedicated PC, which works on Windows XP to receive calls from the GSM lift cards. As long as this Windows version does not become obsolete, everything will run smoothly...

Claudio Colognesi, partner and technical manager of the company, wanted to improve the management of communications with customers. Thus, collaboration with Wildix was born and a Wildix PBX was installed, making the work of the technical staff more efficient, and above all, solving the problem of lift control.

A script runs automatically every 3 days to check whether a test call from an elevator is made to the PBX. If an elevator has not called, the PBX will send an e-mail with all of the lift data to immediately locate the faulty device. The script saves a lot of time for the technical support because the monitoring is fully automated and continuous, because the PBX is always active - unlike a PC server.

“ ...We have optimized a lot of our work: first you answered the phone, now you have an automatic management system, all integrated into a phone system! ”

Claudio Colognesi

Needs:

Videoconference
Reduce communication costs



"We needed to reduce the cost of telephone traffic and to adopt a videoconferencing system that is easy to use, to reduce the number of administrators' movements between different locations. We have achieved this by adopting the Wildix System," said Guido Pucci of CODMA O.P.

CODMA O.P. is a cooperative with production teams in the Marche and other regions, which work to market fruit and vegetables. In the last 35 years, they have seen significant growth. In addition to the Fano (PU) warehouse, they also have two other operating platforms from where they sell products in Italy, Germany and Holland.

Foreign contacts, coordination of offices, and administrators outside of the region affect both phone charges and complicates management and organization.

"When we had to change the telephone system, we decided to focus on technological renewal and above all, on the simplification of telephone lines and subscriptions... Now we only pay about €25 a month, thanks to Wildix and the ability to change the entire network system to use unified communications tools such as Collaboration, Video Conference and Smartphone Apps."

The cooperative has its head office within the fruit and vegetable market of Fano (PU), with a turnover of about €16,000,000 Euros, employing 15 stable employees and about 50 seasonal employees, and therefore, has a lot of mobility within its market.

Immediate delivery of the product from "farm to the table;" protection of the farmer, consumer and environment; continuous controls and chemical analysis on production; diversification of production and trade with high flexibility in the management of processing and packaging; certifications of product and process - all of this is CODMA O.P., and all of this is done with the aim of guaranteeing customers, the final consumer, the utmost tranquility on the quality, origin, and authenticity of the product, while at the same time, give interesting remuneration to the products conferred by members.

CODMA O.P. was able to choose the system of telecommunications that best suited their needs, with immediate savings and more effective communications management.

The €120 cost of fixed charges, to which call charges have been added, plus €25 of total telephony costs per month, are a clear example of efficient management, obtained through the installation of a Wildix Phone System complete with Unified Communications.

“ ...Our need was to reduce the cost of telephone traffic and adopt a simple video conferencing system to reduce the movement of administrators from different locations, and it was realized with the adoption of the Wildix system. ”

Guido Pucci

Needs:

Reduce communication costs
Connect different sites of the company

Mobility



Daniele Soldarini, the Purchasing Manager at Electronic Systems, told us about his experience with Wildix:

“Electronic Systems is an engineering company with a headquarters located in Momo, Novara, and offices in Germany, China and one in the United States that will be opening soon.

90% of our equipment comes from abroad, so the after-sales support is fundamental for our business. This entails having technicians travel to each country and then getting in touch with the main headquarters for support and technical assistance.

For this reason, call costs for our company were very high. Thanks to the installation of a Wildix system, we have reduced expenses by at least 50%, and have introduced a new, faster system of communication between our collaborators abroad and the main headquarters, thanks to Unified Communications and smartphone apps.”

Established in the late '70's thanks to the idea and experience of Alessandro Masotti, Electronic Systems is an Italian multinational company, which deals with systems for the production of plastic and rubber, providing some of the most advanced solutions for monitoring and control.

With about one hundred employees in Italy and another fifteen around the world, it is one of the best companies in the country, where the constant investment in research and development demonstrates the best expression of the Italian entrepreneurial spirit.

The leasing expiration of the old system of communication, which by that time became outdated and started to cause problems, pushed Electronic Systems to find once again a cutting edge solution.

In September 2014, the company opted for a Wildix system. The installation included two PBXs, one WGW90 and one WGW40, approximately sixty Wildix phones, both desk and cordless, and all of the Unified Communication licenses, which would simplify communication with the employees during their time abroad, reduce costs and improve the customer support.

The data says it all: cutting down communication costs by 50% is possible with Wildix.

“ ...Thanks to the installation of a Wildix system, we have reduced our expenses by at least 50%, and introduced a new, faster system of communication between our collaborators abroad and the main headquarters, thanks to unified communications and smartphone apps. ”

Daniele Soldarini

Needs:

Save time & improve collaboration

WebRTC Kite

Improve the services to the customer

Introduce tools which are easy to use



In Lyon, the world capital of gastronomy, each client demands maximum quality of service in addition to maximum quality of food. When La Potinière Group, a catering business in Fontaines-sur-Saône, decided to renew its phone system, Frédéric Vittet, IT and

telecommunications systems manager, tried a solution suitable to satisfying their needs.

La Potinière Group provides catering services for businesses and private clients, which may reach up to 10,000 people. More than 200,000 meals are delivered in Grand Lyon and in the Rhône-Alpes region each year. With 90% of the orders made by phone, operator efficiency is a key element for client relations.

"The quality of the service of the phone orders is, in itself, part of our brand", Frédéric Vittet explains. "We were in need of a solution which would have allowed us to be more efficient in handling new requests. This means an improved integration with our IT instruments and with the reporting instruments to better measure the activity."

The company requested a consultation from its long-time partner for telephone market services. In turn, that company did not hesitate to recommend Wildix. Vittet explains, "In less than two hours, a presentation in our office...made it possible for us to understand the ease and simplicity in integrating the Wildix platform with our existing IT systems," Vittet states. "It was extremely convincing."

The installation was carried out in January 2015, immediately after the New Year festivity, an intense period of activity for the La Potinière Group.

Today the La Potinière Group expects the Wildix solution to be extended into a second branch of the company, and the integration of the Kite solution (WebRTC) on the website is in the development phase. Still with the same objectives: improving efficiency and the quality of service to the clients.

“...Our operators gave us very positive feedback on the quality of the phones and on the system overall. The speed in installation and the stability of integration made us completely satisfied.”

Frédéric Vittet

Needs: Connect different sites of the company Call analysis and control
 Improve the services to the customer



Moretti Compact, founded in the early 1970s by Angelo and Gisfredo Moretti, is the leading company in the children's furnishing industry, active both in the Italian and international markets. The bedrooms, entirely designed

and manufactured in Italy, safe and eco-friendly, represent the prestigious "Made in Italy" quality in the furnishing sector.

Moretti Compact produces the furniture of the next generation; always full of novelty, creativity and based on the latest technologies, combining design and practical use. Moretti Compact has a registered office in Lunano (PU), an administrative office in Piandimeleto (PU) and 18 production centers on the territory, covering the total manufacturing and exhibition area of over 45,000 sq m. The company has 200 employees overall. According to Gabriele Moretti, the Communications Manager of Moretti Compact, the inability of the old telephony system to meet the growing needs of the company, urged them to search for a new solution that could ensure secure and stable connection between the offices and reduce the communications costs.

A Wildix Multimedia System, of 250 extensions--the VoIP PBX that manages all of the internal and external communications--was installed in the administrative office of Moretti Compact. VoIP phones were installed in the offices, while in some productive centers, remote phones connected to the PBX were set up. As a result, the employees can now call their colleagues from other offices free of charge, by simply dialing a short extension number. The internal communications between the users of the system is managed in the same way as if they worked in the same location. CTIconnect PRO was introduced to facilitate the communication between the colleagues. This software allows users to monitor the status of their colleagues presence and easily contact each other. In addition, Wildix CDR-View--an efficient tool of control and analysis--was introduced. Graphs and tables display all of the information relative to the call activity of the employees.

Antonio Travaglini, the IT Manager of Moretti Compact, says, "The new solution has sped up the internal communication and improved the marketing effectiveness. Such features as email notifications of new voicemails, call waiting and automatic call forwarding, have completely resolved the problem of missed calls. Now, we are able to respond to each client request and not miss any business opportunities." Another benefit is a considerable reduction of communications costs with all the internal calls between the different sites of the company being free of charge. Finally, thanks to CDR-View, the company management can now monitor and analyze the employees' call activity, and access the information that can be useful while deciding on the future business strategy.

“...We are satisfied with Wildix solution, because it is not likely to become obsolete like our old analog PBX; this system accommodates to the new technologies and meets the new communications needs.”

Antonio Travaglini

Needs:

Introduce tools which are easy to use
Mobility



Matteo Calvi: "For those who, like myself, are responsible for managing the company's communications system, this very simple system has certainly made the job much easier, since it allows moving an extension with a single click instead of having

to modify the whole wiring system each time. The shared phonebook, which can be organized into contact groups, and the Collaboration system are also very powerful functionalities, which have enabled us to take a qualitative leap forward (especially considering how often the old Avaya system used to freeze up and require reinstallation). Our staff's experience with the video conferencing system has also been extremely positive.

And, given that Wildix is a native IP solution based on SIP standards, a feature we intend to develop further is networking with other European PBXs utilizing the same protocol. A focal point differentiating Wildix from its competitors, particularly the larger firms, and which has won our trust in a high degree, is their technical support service - fast and decisive throughout the various phases of installation and maintenance." NACCO Industries Inc., is a multinational company set up in 1913 in the USA to manage coal mines. It's a tough company, for tough guys who push themselves, body and mind, to the limits and beyond. That's why it has lasted more than a century, all the time growing, developing, branching out - just like a mine.

As of today, it operates in different market sectors; their domestic appliances and kitchen fittings are to be found in American homes, whilst the goods of a spin-off company, Hyster-Yale Materials Handling, Inc., a leading player in the production of all kinds of forklift trucks, are distributed around the world. Their operating subsidiary, NMHG (Nacco Materials Handling Group), has over 5,000 employees in Europe alone, with its HQ in England, a data center in Scotland, and three branch offices that handle production and sales; one in Ireland, one in Holland and one in Masate. The Italian branch has 250 employees in the factory and offices in Masate, near Milan.

After being guests at the 2014 Wildix Convention, the IT Manager of NMHG, Matteo Calvi, was able to take on board the clear technological advantages of a state-of-the-art Unified Communication system. The company's main requirement at that time was the possibility for freedom of movement within a complex containing a number of buildings spread all along a street almost a kilometer in length, as well as being able to monitor the entrances from a central reception point. Therefore a Wildix system that manages 150 DECT phones was installed.

“ ...The system is intuitive, simple and comprehensive. Certain aspects of it have definitely been beneficial for our work. On the one hand, comprehensive, cordless coverage has undoubtedly facilitated the work for our employees, who are now free to move around whilst remaining available at the same extension number, wherever they happen to be. ”

Matteo Calvi

Needs: Connect different sites of the company
Introduce tools which are easy to use

Videoconference



Connecting foreign offices of the company is not easy and can be very expensive if you do not find the right system.

Proger, headquartered in San Giovanni Teatino (CH), is an international company founded in 1951 that deals with the realization of large civil and industrial engineering projects. Over

the last twenty years, the company has changed several communication systems.

The first communication system was an analog PBX which managed about 40 extensions. But as the company grew--up to 190 employees and three locations in 2007: San Giovanni T., Rome, and Milan--the need to connect the branches with a zero-cost technology, like VoIP, was born.

At the time, the company opted for an NEC system, as the only flexible alternative to other systems installed in companies such as Samsung, Siemens, and Alcatel, with which installation would be much more complex and expensive.

Most of the employees had an analog phone, and the hybrid phone systems (which supported both analog and digital communications) provided an excellent service.

Following the customer's internationalization process, with branches opening in Saudi Arabia, Kazakhstan, and Russia, the company began looking for a new, reliable solution.

As predicted, connecting to new NEC technologies was very expensive and the configuration was not very flexible for their specific needs.

This is how a project to integrate the NEC phone systems installed in different locations, with a Wildix system was born.

After a complete demo of the Wildix UC, and the great customer enthusiasm, the system was updated to the latest version, and all of the features of the Unified Communications were added through licenses.

“ ...After having attended the demo of the Wildix system, Proger abandoned the idea of installing any other phone system. Wildix's strong point is simplicity: the simplicity of doing things is very important. It is to have a system that the customer can use without needing training. ”

Proger

Needs:	Connect different sites of the company Integration with Active Directory	Call analysis and control
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Collaboration is sometimes compared to a well-oiled machine: the various pieces fit together properly and everything works better.

Every relationship has its story and its protagonists. Conqord Oil, one of the leading players in the Italian oil market, the part of the KPIL group (Kuwait Petroleum International Lubricants), is the main character of our story. Also known as Q8, it is a prestigious brand for petroleum products and lubricants, intended both for gas stations and industrial machinery. Conqord

Oil has a headquarters in Milan, a blending and packaging plant near Turin, and 4 offices across Italy. The company has about 140 employees and follows the KPI group policy, which is the same for each country it operates in.

In early summer of 2013, Conqord Oil decided to replace the old communication system. For a large company with multiple locations and connections worldwide, communication is essential. The old VT Telematics PBX, installed almost 20 years ago, in addition to high costs, started to have big maintenance problems and it was difficult to find spare parts.

As a result, two WGW90 Wildix communication systems were installed in the large offices of Conqord Oil and four WGW08--in the smaller ones. Thanks to the WMS Network, the employees from different offices can use the Unified Communications tools as CTIconnect PRO and CDR-View, which allows colleagues to collaborate in one single communication environment, regardless of their geographic location. Unified Communications ensure the smooth meshing of all the enterprise's gears, allowing them to work at the maximum efficiency.

The aspect that really made a difference to Conqord Oil was the possibility to integrate the Wildix system with the Active Directory™ of Windows. It is necessary for one company to be connected to all of the other companies of the group. "Hence the need to manage the network of collaborators on Active Directory, where the role, site, and contact details of each user of the system are indicated," explains Roberto Raggi, the IT manager of Conqord Oil.

The information is stored and managed on the Active Directory in a centralized manner, and then each change made is available to all of the users of the system. Thanks to the integration, each change made on the Active Directory side is automatically applied in the Wildix System.

Seamless communication between the colleagues leads to efficient collaboration, generates new ideas and boosts the company productivity. As a result, the whole organization works as a well-oiled machine.

“ ...The actual benefits of VoIP and Unified Communications are evident, but we have also conducted a cost-benefit analysis. According to the forecasts, in just two years the investment will be fully amortized, thus in a short time we will have a net saving. ”

Roberto Raggi

Needs:

Save time & improve collaboration
Improve the services to the customer

Reduce communication costs

sambonet

Sambonet is an industry leader of the professional cookware and kitchen utensils and a top supplier to the world class hotels and restaurants. All the activities of the company should be aimed at achieving excellence – thanks to this philosophy, the “Made in Italy”

products became a symbol of high quality and Italian style, which is recognized and appreciated all over the world. In 2009 Sambonet Paderno Industrie acquires Rosenthal, a prestigious German manufacturer of high quality porcelain. Quality has always been an issue of the highest priority to Sambonet.

Shortly after the acquisition of the German group Rosenthal, the old PBX had demonstrated its complete incapability to support the increasing amounts of phone traffic. The new IP based solutions brought the company communications to a new level. Now all the calls and orders in Italy or from abroad are managed directly from the head office in Orfengo, the province of Novara. According to Franco Coppo, the Managing Director of Sambonet Paderno Industrie, the phone traffic is enormous, due to tight business connections in Germany, France, China, the USA, and basically all over the world. All of the offices and departments of Sambonet and Paderno, in addition to the Rosenthal sales offices, comprise altogether around 150 phone users.

Wildix has offered solutions characterized by a high level of flexibility and compatibility, which is essential for a painless redevelopment of the company’s communications. Sambonet made its way to VoIP by installing an IP PBX, VoIP phones and by introducing Unified Communications.

Wildix phones guarantee excellent audio quality and continuity of the service without blackouts and interruptions--the aspects of great importance to a company like Sambonet, operating on the international level. To ensure security and to avoid technical problems, Wildix provides its own failover system.

With a Wildix Unified Communication solution, each employee can see the presence status of his or her colleagues, and choose the best way to get in touch with them via all the available means of communication, with just one click: SMS, chat, fax-to-mail, virtual Post-it, etc.

Franco Coppo noticed that after moving from the analog system to VoIP, they were able to significantly reduce communication costs. In fact, a positive ROI (return on investment) was achieved just a few months after making the switch.

“...We’ve got all the benefits that we expected after having switched to VoIP, and we are satisfied with the choice we’ve made.”

Franco Coppo

Needs: Save time & improve collaboration Integration with the emergency call system
Reduce communication costs



Christian Martini, the owner and the Safety and Design Officer of Technical Park, describes the innovative system, which he has installed on his latest attraction, a ferris wheel with 40 cabins: "Our client wanted a state-of-the-art security system, which would perform to the highest standards on the new big wheel he had ordered from us. The Wildix communication system was modified so as to not only enable emergency calls from each individual cabin on the wheel, but also an immediate, general alarm from the control centre to all of the cabins.

The system needed to be wireless, given that the rotational movement of the attraction would not allow for cabling.

The option of integrating Wildix as the security and control system, with the pre-existing wireless control system, greatly increased the safety level of the attraction and allowed for considerable savings because it eliminated the need to install a parallel system, which would have involved double installation costs and double management and control work."

Bringing enjoyment to others; giving a thrill to both adults and children. Technical Park has been doing just that since 1980, building attractions and rides for funfairs all over the world. This is a job that brings a real sense of satisfaction.

From small beginnings, this company from Melara (Rovigo), which built small rides for the Italian market, has in time, moved on. It has invested in staff, research and innovation, to become a recognized leader in its field; an Italian center of excellence which exports rides to major funfairs on five continents.

It has arrived at this top spot thanks to its quest for continuous improvement, which has led Technical Park to push the boundaries and to link up with other leading firms to integrate the latest technology into its rides. The ride in question here is a 40-cabin ferris wheel; one of which will be installed in nearby New Jersey and one in Kazakhstan.

The running of the ferris wheel, destined to hoist to romantic heights an endless number of young couples and excited children, is controlled by a completely wireless system. To integrate into this system, a separate emergency communication system capable of connecting each individual cabin with the control center, careful market research of the sector was undertaken, which led to the selection of Wildix as the ideal partner to develop such an innovation.

“ ...Our client wanted a state-of-the-art security system, which would perform to the highest standards on the new ferris wheel he had ordered from us... The option of integrating Wildix, as the security and control system, with the pre-existing wireless control system, greatly increased the safety level of the attraction and allowed for considerable savings. ”

Christian Martini

Needs: Improve the services to the customer
Mobility



Astronauts had been some of the first to use the Tempur material, which helped them relieve some of the pressure suffered during launches. Nowadays, the Tempur mattresses ensure better sleep of millions of people all around the world.

The company was born in 1991 thanks to the collaboration with NASA, who back in the 70s, developed the material that later became the source of the Tempur mattresses. The American company, present in 76 countries, has 500 authorized dealers in Italy, 2 mono-brand stores in Rome and Turin, and a major e-commerce site for direct sales.

A simple telephone system with limited capabilities could not meet the needs of the dynamic company. The company started searching for a new solution that could integrate all of the stores, dealers, warehouses and offices into one seamless and transparent system, and address the communication needs of the collaborators, partners and customer service.

Tempur opted for a Wildix PBX of 90 extensions as a virtual appliance, to allow easier system configuration and management. Wildix CTIconnect PRO Unified Communications tool and CTIconnect Mobile apps for Android and iOS have empowered and streamlined the communication between colleagues and collaborators. In addition to phone calls, the users of the system can chat with each other and send SMS and virtual reminders.

The most striking innovation introduced with the implementation of the Wildix system, is the new way to manage the customer service, consisting of five skilled specialists: 98% of the communication with the customer is now realized via the Live Chat service on the company website.

Among the various solutions offered by Wildix, the customer can always find the one that suits him best, whether it's a small business or a large international company, thanks to the number of options available and the flexibility and modularity of the system.

Thus after NASA, Tempur has chosen to work with Wildix.

“ ...Wildix was born as an innovative company in the IT world, not as a simple phone company. This enabled Tempur to create a true synergy with Wildix system, which is open, transversal and complies with our needs. ”

Alessio Porcellati



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