



Computer Telephony Solutions



Best in Technology.

ESTOS CallContolGateway enhances a technological leader's advantage.

BDT AG, as a technological world leader, puts its faith in state-of-the-art solutions to their communication needs.



ESTOS CTI Solutions Reference

BDT AG

The Company

Büro and Datentechnik AG (BDT) has its headquarters in Rottweil, Baden-Württemberg, along with branches in the United States, Mexico and China. As Original Design Manufacturer (ODM) they design and manufacture input and output OEM paper-handling devices for printers and copiers, as well as tape and disk autoloaders and libraries for back-up, archive and permanent storage. Their customers include market-leading firms like Hewlett Packard, Dell, Sun and Xerox.

Since the end of the sixties, BDT has successfully developed new technologies for demanding customer needs. The company employs over 650 people

The Challenge

BDT ensures that all areas of the company use state-of-the-art technology to reach their business objective "Best in Development and Technology". With regard to their communication needs, BDT decided on Microsoft Live Communications Server (LCS) with Microsoft Office Communicator as a platform. Firstly this offers an improvement in internal communications through broad media integration, and secondly integrates businesses and their customers together. To maximize the potential of the platform, it is necessary to combine it with whatever telecommunications infrastructure that already exists.

The Background

The Microsoft Office Communicator Client combines telephony and data services in a convenient user surface for the so-called Information Worker. With these services, it is possible to communicate, to be informed of the status of the person on the other end of the line (online, engaged, out of the office, etc), and to view all possible ways of communication. This gives a perfect overview regarding availability, as well as very fast and easy access to chosen contacts via the appropriate medium. The LCS provides gateways allowing integration of different services, improving overall user administration.

The Solution

With regard to telephony, the LCS is able, via the ESTOS CallControlGateway (ECCG), to control VoIP, Hybrid and Classic-Switched voice (PBX) telephone systems, compatible with TAPI and CSTA.

The telephone functions are controlled by the Microsoft Communicator Client conforming to Standards SIP and CSTA (in accordance with ECMA 269/323 and TR/87). The LCS routes the information via the Gateways to the call participants.

ESTOS CallControlGateway successfully integrated BDT's existing telephone system (Siemens HiPath) with Microsoft Live Communications Server. Stefan Lischker, IT/ERP Director sums up: "ESTOS CallControlGateway gives us the possibility to use state-of-the-art technology, giving us a competitive advantage and at the same time saving us the expense of new telephone infrastructure. The installation, function and administration of this middleware is extremely transparent, keeping running costs to a minimum."

The ECCG is designed for companies of between 20 and 2000 telephone users. From a technical point of view it offers unlimited range and is compatible with e.g.: Siemens HiPath 4000, Nortel Meridian 1, Alcatel OmniPCX 4400 and Cisco CallManager, as well as Multisite and MultiVendor scenarios.



Technical Data

Telephone Systems:

Siemens HiPath 4000 (Germany)
Siemens HiPath 3000 (China)

Middleware:

ESTOS ECSTA 2.0
ESTOS CallControlGateway 1.0

ESTOS System Integrator:

BIS GmbH, Rottweil (Germany)

Applications:

Microsoft LCS 2005 SP1
Microsoft Office Communicator

Company Data



Company Data:

BDT Büro und Datentechnik AG

Headquarter:

Rottweil (Germany)

Established:

1967

Employees:

680

ESTOS CTI-Workplaces:

100

Internet:

www.bdt.de

Contact

ESTOS GmbH

Söckinger Str. 6a
D-82319 Starnberg

Support: +49 (8151) 368561-77

Fax: +49 (8151) 368561-99

info@estos.com

www.estos.com

Advanced Partner

HiPath
Technology

SIEMENS

Microsoft
CERTIFIED
Partner