



Reference report Blumer Lehmann - Baggenstos

Borderless collaboration in the border triangle with Microsoft Teams telephony

Building bridges for efficient connections between Switzerland, Germany and Luxembourg

In 2023, Blumer Lehmann underwent a transformation to the new communication technology. The company said goodbye to its old telephone system, which had reached its limits, and began the transition to the modern, integrated and widely used Microsoft Teams telephone solution. The aim was to make communication more efficient.

Blumer Lehmann AG

Pioneer at the forefront of the timber industry and in timber and silo construction. With around 500 dedicated specialists at locations in Switzerland, Germany and Luxembourg, as well as worldwide project assignments, the company develops the diverse possibilities of wood and sets new international standards.

Valentin Niedermann, Head of Technology / IT / Security and member of the Executive Board, emphasises:

"The integration with Microsoft Teams telephony in the DACH region was a complete success thanks to Baggenstos' help. We have also achieved more efficient and closer communication in and with Switzerland, Germany and Luxembourg."



"The introduction of Microsoft Teams Telephony has positively changed the way we work. In some cases, new rules had to be created and trained on how to use the new software. Every employee is now more directly networked, which has led to closer and more effective collaboration."

Thomas Graf, Team Leader IT

Initial situation

At the start of the project, Blumer Lehmann in Switzerland used a carrier SIP (Session Initiation Protocol) trunk to which the old classic telephone system was connected. The employees still used traditional landline telephones and wireless handsets.

The company used various proprietary telephony systems from different national telephone companies in its branches.



Objective

The aim of the project was to simplify communication and telephony between the locations and replace the old telephone system. This included the introduction of a standardised, future-oriented Microsoft Teams telephony solution to ensure more efficient and better integrated communication.

The company is also aiming to standardise the various national telephony systems in order to simplify user management and administration and optimise communication processes throughout the organisation.

Solution and realisation

The project was carried out in several stages in close cooperation to achieve the goal of a simplified and modernised communication infrastructure:



Replacement of the conventional telephone systems: The existing telephone systems were replaced by the modern Microsoft Teams telephony solution.

Individual employee accounts: Each employee was given a personal Microsoft Teams account, enabling direct communication between employees. This included user training and the introduction of mobile end devices via the data network in the system, which increased communication flexibility and the ability to work remotely.
-increased accessibility.

International implementation: The telephony solution with Microsoft Teams was gradually standardised across all locations. This has significantly improved communication between the various national and international offices.

The challenges

The project ran smoothly from a technical perspective, but there were a few organisational hurdles to overcome. For example, the switch from radio or, more precisely, DECT telephones in production to user-orientated Microsoft Teams telephony. Smartphones were introduced as a solution, which ensure mobile telephony with the Microsoft Teams app. The employees were trained in groups and supported in setting up the new end devices.

Results

The switch to Microsoft Teams telephony brought the following results to good cooperation:

- **More efficient IT infrastructure:** The implementation of cloud solutions has led to a modernised and more efficient IT infrastructure. Communication is also maintained and serviced using the same IT resources.
- **Technical changeover:** A smooth migration to an advanced cloud telephony platform was implemented, including modern connections to the public telephone network. The old telephone network was dismantled.
- **Improved customer service and communication:** Microsoft Teams provides employees with a standardised communication solution. The transition to cloud-based telephony has also increased communication efficiency at all locations.
- **Successful introduction and ongoing support:** internal training courses made it easier for employees to switch to the enhanced communication solution. In addition, support was and continues to be provided for setting up and using the new technologies.
- **Future-orientation and scalability:** The new IT infrastructure meets current requirements and at the same time offers future security and scalability.



Overall, the project led to increased efficiency, improved international communication skills and a future-proof IT infrastructure, which strengthens Blumer Lehmann's position as an innovator in the timber industry and timber construction sector.

Why Baggenstos?

The solutions offered were customised to the specific needs and requirements of Blumer Lehmann. The awards as Microsoft Solution Partner Modern Work with the specialisations "Adaption and Change Management", "Calling for Microsoft Teams" and "Meetings and Meeting Rooms for Microsoft Teams" were clearly reflected in the expertise of the project.

As a Microsoft Gold-certified partner, Baggenstos also has leading technical expertise and has proven its high-quality services and managed services in numerous successful projects.

