

CeramTec



CeramTec's ageing technology is a thing of the past thanks to our resilient, dual-site network and telephony solution.

Location: Southampton and Wrexham | Number of users: 107

The project

CeramTec is an international manufacturer and supplier of technical ceramics. Employing more than 3,500 employees worldwide, they hold a leading position in the manufacture of advanced ceramics.

Regarding their UK sites in Southampton and Wrexham, CeramTec had been using an ageing telephone system that was at serious risk of failing, and was already causing some issues.

To solve this issue, the business wanted a replacement VoIP solution with superior functionality that could also link to their second factory site in Wrexham. CeramTec used a lot of wireless handsets on the factory floors, with staff constantly moving around but needing to remain available for calls. That's where we came in.

The solution

We were selected to deploy CeramTec's brand-new solution, which comprised two on-premise Alcatel-Lucent Enterprise OXO Connect telephone systems.

OXO Connect offered all the functionality CeramTec's needs in terms of call forwarding, hunt groups, voicemail and receptionist consoles, whilst also offering an efficient wireless handset solution.

Now, CeramTec's Southampton site uses 11 desk handsets and 30+ DECT handsets, with full site coverage care, of the 13 base stations we installed around the building. The Wrexham factory uses 70 DECT handsets and 30 base stations.



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To connect the two sites, we took advantage of SD-WAN technology. We deployed two internet leased lines into both sites from different carriers. Resilience was built into the core of the solution too, with a pair of cabinets mirrored at both sites. We used switches from Cisco Meraki to support a single-vendor solution including the SD-WAN software and Wi-Fi.

The Cisco Meraki MX100 appliance also supplied cyber security to the business, including an intrusion detection system (IDS), intrusion prevention system (IPS), content filtering, web search filtering, anti-malware, geo-IP-based firewalling, and IPsec VPN connectivity. Layer 7 fingerprinting technology lets CeramTec's administrators identify unwanted content and applications, and prevents apps from wasting bandwidth.

The SD-WAN automatically manages CeramTec's traffic flow, ensuring the standby connections are utilised to maximise speed, especially for real-time applications such as telephony. We used the site-to-site connectivity to enable an overflow of calls at busy times and allow for easy transfers and free calls between the sites.

The results

Now, CeramTec enjoys true resilience; if one system suffers a fault, the other site can still receive calls. Ultimately, the UK arm of CeramTec will always be available!

This is a true business-class wireless solution, offering complete roaming mobility to CeramTec's staff. Teams can now use their DECT handsets as if they are desk-based phones, with full ability to access the corporate directory to forward calls.

Overall, CeramTec now benefits from an up-to-date, fully supported, resilient network and telephony solution that links their two sites while giving their mobile employees the freedom to roam.

“Great, professional presales, installation and post-sales service.
We now have a future-proof telephone system.”

Chris Royl, Facilities Manager

