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IERACE | DECHMANN+PARTNERS

## CASE STUDY - ID+P

# Leverage fixed-mobile convergence to improve employee agility and efficiency



Optimize  
communication costs

## THEIR OBJECTIVES

- Replace an ageing telephone exchange with a modern, intuitive and cost-effective Voice over IP (VoIP) solution
- Replace old landline workstations with a mobile solution
- Improve the efficiency of the agency's employees during their trips and work meetings
- Optimize communication costs
- Ensure a smooth and seamless transfer when the agency moves

## THEIR CHALLENGES

- ID+P had an obsolete analogue power plant lacking number of modern functionalities, in particular for periodic reporting and mobility.
- The agency wanted to have a more intelligent reception of incoming calls (virtual reception)



Deployment of the  
Explore connectivity  
solution

## THE SOLUTIONS

- A preliminary audit to analyse the current situation and how to deal with the obligation to respect very short implementation deadlines
- The deployment of the Telindus Explore connectivity solution to guarantee an optimal Internet connection coupled with the installation of Wifi terminals throughout the platform in the agency's new premises
- The implementation of the Telindus U-Touch solution: a telephone exchange hosted in the Telindus data centre offers a Quality of Service (QoS) that guarantees the proper functioning of telephony, even in the event of latency on the Internet bandwidth
- The implementation of the Telindus FMU solution: coupled with the U-Touch solution and based on the Tango network, the FMU (Fixed & Mobile Unification) solution allows the use of a fixed number on a mobile phone. This solution allows to eliminate fixed phones in favour of smartphones and/or ordinary mobile phones
- About forty mobile phones equipped with a Tango SIM card

## THE BENEFITS FOR ID+P

- No on-site infrastructure: 100% cloud solution hosted in the Telindus data center
- Significantly improved mobility for ID+P employees: the fixed telephone number «follows» the user on all his trips abroad (customer visits, shootings, trips), as well as within the agency (planning, production meetings)
- Mobile communications made through the U-Touch solution are charged at the fixed telephony price
- A homogeneous mobile phone fleet: fixed phones are replaced by mobile devices provided by Tango
- Modernization of the call reception platform



## DISCOVER THEIR HISTORY

«As part of the move of our Howald branch to Leudelange scheduled for the beginning of September 2018, we asked Telindus at the beginning of June, to design an alternative solution for our ageing telephone exchange and to provide equipment to our employees.»

«Telindus experts have been very responsive in delivering a directly operational solution in an extremely short time lapse.»

**VALERIE CANDAT** – Executive Assistant & Communication Manager, ID+P

## ID+P EN BREF

ID+P (Ierace Dechmann & Partners) is a communication agency with 28 years of expertise and customer experience in Luxembourg and the Greater Region. It stands out for its versatility and its 3 strategic poles: Creation, Digital and Media. This combination of multidisciplinary skills allows ID+P to intervene more effectively and in an integrated way in all areas of communication.

ID+P's 40 employees combine talent, expertise and enthusiasm to bring real benefit to the agency's clients. ID+P's recipe for success is above all based on the team spirit that leads a team whose strength lies in its ability to work harmoniously. By providing increased mobility for ID+P employees, Telindus' Explore, U-Touch and FMU solutions strengthen the agency's ability to develop its business potential and respond effectively to customer requests.