Customer Reference Program
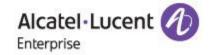
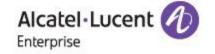# ALCATEL-LUCENT ENTERPRISE

August 2015

Alcatel·Lucent
Enterprise

# CUSTOMER REFERENCE PROGRAM

## Reference Compilation on Transportation

This compilation features an overview of many projects from all over the world

**Alcatel·Lucent**
Enterprise

# DISCOVER OUR CUSTOMERS' TESTIMONIALS SORTED BY REGION

## EUROPE & AFRICA

Bolloré Africa Logistics,
CONGO

Movis International,
IVORY COAST

Heinrich Koch International,
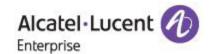GERMANY

Merseytravel,
UK

## SOUTH AMERICA

Sao Paulo International Airport,
BRAZIL

## APAC

China Tianchen Engineering Corporation CO.LTD,
CHINA

Alcatel·Lucent
Enterprise

**A CONVERGED SOLUTION FOR A COMPLETELY RENOVATED NETWORK**

## BOLLORE AFRICA LOGISTICS

Bolloré Africa Logistics is the leading integrated logistics network on the African Continent and a major operator in public-private port and rail partnerships. They conduct business in 55 countries, including 45 countries in Africa, and have a workforce of over 25,000 collaborators. The company specializes in customized industrial projects and serves a portfolio of clients worldwide.

Bolloré Africa Logistics offers integrated door-to-door services thanks to an exclusive and unique for the Continent network. The Group has a management contract for the autonomous port of Pointe Noire, Congo, and they employ 1,700 workers in this country.

### CHALLENGES

In Congo, the network needed to be completely rebuilt. This would involve establishing a converged voice/data network with full IP telephony to meet the mobility needs of all employees. Bolloré Africa Logistics wanted to set up a powerful network to create more fluidity of use.

### PRODUCTS & SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

Alcatel-Lucent IP Touch™ 4018 Extended Edition

Alcatel-Lucent IP Touch™ 4028 Extended Edition

Alcatel-Lucent OmniTouch™ 4135 IP Conferencing Module

Alcatel-Lucent OmniSwitch™ 6850E Stackable LAN Switch

Alcatel-Lucent OmniSwitch™ 6450 Stackable LAN Switch

Alcatel-Lucent OmniVista™ 4760 Network Management System

### WHY ALCATEL-LUCENT ENTERPRISE

Pascal Maillot, CIO, was very familiar with Alcatel-Lucent Enterprise's offering, having previously worked as a partner. For him, the Alcatel-Lucent Enterprise proposal would ensure reliability and deliver the best value for money. He convinced his teams about the superiority of this equipment compared to alternatives from competitors.

**Location:** Pointe Noire, CONGO

**Vertical:** Transport & Logistics

**Number of users:** 279

**Deal Implementation:** 2012-2013

**Business partner:** OFIS

## BENEFITS

### TECHNICAL

The uniformity of the equipment allows simplified system management and maintenance.

All models of the data equipment have a wide range of functionalities.

### FINANCIAL

Alcatel-Lucent Enterprise provided an offer that was 20 to 30 percent cheaper than the competition, without sacrificing the technical aspects.

### USER EXPERIENCE

Easy-to-use and intuitive telephones offer employees user-friendliness.

"Because we are committed to delivering fast, high-quality and reliable service to our customers, we hold our suppliers, who are an extension of our service, to high standards. These standards are evident in the telecommunications network designed and built by Alcatel-Lucent Enterprise.

Today, we have several ongoing projects, such as adding new facilities, extending the wireless network, and enhancing network management."

Pascal MAILLOT, CIO, Bolloré Africa Logistics Congo.

**Alcatel·Lucent** Enterprise

**TCC**
TIANCHEN CORP.CHINA

30% NETWORK MANAGEMENT SAVINGS THANKS TO A CONVERGED NETWORK

## CHINA TIANCHEN ENGINEERING CORPORATION CO. LTD (TCC)

China Tianchen Engineering Corporation Co. Ltd (TCC) is one of the world's leading international engineering corporations. Since their founding in 1953, TCC has completed thousands of projects in more than 30 countries. They have been awarded honors including the National Science and Technology Progress Award, and the National Prize for Outstanding Design.

**Location:** Tian Jin, CHINA

**Vertical:** Construction and Real Estate

**Number of users:** 4000+

**Deal implementation:** February 2011

**Business Partner:** Shanghai Wicresoft Co. Ltd

### CHALLENGES

TCC needed to build a completely converged network in order to equip their 3 office buildings with 4000 VoIP users and 6000 network ports.

TCC required a high performance end-to-end solution, with particular emphasis on reliability and security for on-site and remote workers.

In addition, TCC needed a centralized and simplified management, along with lower power consumption.

### PRODUCTS AND SERVICES

Alcatel-Lucent OmniSwitch® 9000E Chassis Based LAN Switch Series

Alcatel-Lucent OmniSwitch® 6900 Stackabke LAN Switch

Alcatel-Lucent OmniSwitch® 6250 Stackable Fast Ethernet Switch

Alcatel-Lucent OmniSwitch® 6450, 6850E Stackable LAN Switch

Alcatel-Lucent OmniAccess® AP93H, AP103H

Alcatel-Lucent IP Touch® 4068, 4038, 4028, 4018 Extended Edition

Alcatel-Lucent OmniVista® 2500, 8770 Network Management System

### WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise was selected for its capacity to provide a single corporate wired and wireless solution. TCC was confident that Alcatel-Lucent Enterprise's proposal would not only provide a completely secure and reliable network, but also enable cost reductions.

## BENEFITS

### TECHNICAL

TCC now enjoys a much more performant network due to data center solution and 802.11n wireless network.

TCC has a completely converged network and data solution, with improved data, voice and video capabilities.

The new infrastructure has simplified and centralized IT management, which has increased productivity and reduced costs.

### FINANCIAL

Thanks to the mixed analog/IP solution, TCC has lowered power consumption by 40%.

### USER EXPERIENCE

Employees are now fully equipped and ready to use voice, data and video.

The voice solution has significantly improved the working environment for all users.

"I am very supportive of this solution provided by Alcatel Lucent Enterprise. With the new improved solution, I conclude that the information technology of TCC has surpassed other chemical engineering institutes by almost 20 years."

Jiao Gong-She, CIO, China Tianchen Engineering Corporation Co. Ltd.

**Alcatel·Lucent** Enterprise

GRU AIRPORT

AEROPORTO
INTERNACIONAL
DE SÃO PAULO

**20 %**
MAINTENANCE
COSTS SAVING
PER YEAR

## GRU AIRPORT — SÃO PAULO INTERNATIONAL AIRPORT

Established in 1985 as a state-owned facility, São Paulo International Airport is one of the major airports in Latin America and the largest in Brazil. In 2012, the Brazilian government awarded authority over airport operations to GRU Airport. The private organization began a major renovation and expansion program to better serve the needs of international travelers with new services, passenger terminals, logistics complex, airport apron systems and airstrips.

### CHALLENGES

To provide more voice capacity for GRU Airport personnel and other operators.

To upgrade existing infrastructure to support IP-based voice services.

To support anytime access to voice service from anywhere in the airport and by mobile employees.

To improve operations and enable a consistent level of passenger service.

### PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Servers

Alcatel-Lucent OmniStack™ LS 6200 Stackable LAN Switches

Alcatel-Lucent OmniStack™ LS 6400 Stackable LAN Switches

Alcatel-Lucent OmniAccess™ AP61 access points

Alcatel-Lucent 8 Series IP Touch Phones

Alcatel-Lucent OmniVista™ 4760 Network Management System

### WHY ALCATEL-LUCENT ENTERPRISE

Against the competition, Alcatel-Lucent Enterprise was the only company who could offer a complete, integrated, single solution approach. Also, as GRU Airport was previously using an existing Alcatel-Lucent Enterprise network, they could be provided with an easy upgrade and scalability.

**Location:** Sao Paulo, Brazil

**Vertical:** Transportation

**Number of users:** 29,964,108 per year

**Deal implementation:** November 2013

**Business Partner:** VS Telecom LTDA

## BENEFITS

### TECHNICAL

The complete, integrated network delivered by Alcatel-Lucent Enterprise provides full support for GRU Airport's vision of an all IP-based voice network environment.

The single voice network solution provides high quality anywhere, anytime access to advanced IP-based voice, messaging, and conference services for any user.

### FINANCIAL

The Alcatel-Lucent Enterprise infrastructure has reduced capital investment requirements by eliminating the need for a remove and replace upgrade and for multiple networks. It has reduced network management costs and is projected to save the airport authority as much as 20 % in maintenance costs per year because there is only one network to manage.

### USER EXPERIENCE

The solution has provided a robust, reliable network that can easily handle the current volume of users and traffic. It also provides all the required functionality, and can be easily scaled as needs change.

"Whenever we can work with a good solution provider, like Alcatel-Lucent, who understands that there are multiple stakeholders in the airport with different requirements for a voice network and that the challenge is to address all their requirements cost-effectively, then it makes it easier to deliver solutions that meet everyone's needs and make everyone happy. And that is what happened with the development and delivery of this voice network."

Luiz Eduardo Ritzmann, CIO of GRU Airport, São Paulo International Airport.

Alcatel·Lucent
Enterprise

**30% OF OPERATING EXPENSES & ENERGY CUT**

## HEINRICH KOCH INTERNATIONALE SPEDITION GMBH & CO. KG

KOCH-International is a pro-active, medium-sized provider of logistical services and network partner found in 1900. From production-logistics to transport-logistics or warehouse-logistics, KOCH-International develops customized solutions that focus on their clients' individual needs and requirements. KOCH International offers security and highest quality, through an experienced and well trained team and through using the latest technological developments.

### CHALLENGES

Migrating from old locations toward new location without creating any technical issues that would be crucial for the business

Improving management for PBX and Network solution (former HP)

Acquiring solution that would be energy-efficient

### PRODUCTS AND SERVICES

Alcatel-Lucent OmniAccess™ AP134, 135
Alcatel-Lucent OmniAccess™ 4604
Alcatel-Lucent OmniPCX™ Enterprise Communication Server
Alcatel-Lucent OmniSwitch™ 6450 Stackable LAN Switch
Alcatel-Lucent OmniSwitch™ 6850E Stackable LAN Switch
Alcatel-Lucent OmniSwitch™ 6900 Stackable LAN Switch
Alcatel-Lucent OmniTouch™ 8400 Instant Communications Suite for Enterprise
Alcatel-Lucent OmniTouch™ 8660 MyTeamwork Conferencing and Collaboration
Alcatel-Lucent OmniVista™ 2500 Network Management System

### WHY ALCATEL-LUCENT ENTERPRISE

Alcatel Lucent offered the best solution (Converged Campus) replacing HP – guaranteeing highest mobility, accessibility and availability

**Location: Osnabrück, Germany**

**Vertical: Transportation**

**Number of users: 250**

**Deal implementation: September 2013**

**Business Partner: Technology Experts GmbH & Co. KG**

## BENEFITS

### TECHNICAL

Sensible data can be saved and administrated securely so maximum of accessibility and availability is generated

### FINANCIAL

Time for administrative tasks was reduced enormously and complex structure was simplified.

High energy cost reduction by the new systems and less operating expenses of about 30 %.

### USER EXPERIENCE

Availability and working comfort were optimized by homogeneous terminals for all employees.

"The solution of Alcatel-Lucent offers all communication possibilities that an enterprise with different fields of activities would need. We wanted to solve certain challenges of our industry and achieve our customers' expectations for an optimal assistance and development under high time pressure. Our new communication concept is now able to smoothly support all of the above."

Mr. Heinz-Peter Beste, Business Director, Heinrich Koch Internationale Spedition GmbH & Co. KG

**Alcatel·Lucent** Enterprise

UNIFIED DATA AND TELEPHONY BRINGS CONTINUITY OF SERVICE

## MERSEYTRAVEL

Merseytravel is the Executive body that provides professional, strategic and operational transport advice to the Liverpool City Region Combined Authority. It is also the delivery arm, making transport happen. The focus is on improving connectivity within the region and beyond, improving the customer experience from ticket buying to journey planning and maintaining the integrated transport network, including the Mersey Ferries and Mersey Tunnels, to ensure it is fit for the future, accessible and safe.  The aim is to make it world class.

### CHALLENGES

The key objective for Merseytravel was to improve the overall IT infrastructure for the company.

Merseytravel wanted to consolidate operations to a single network.

They needed to complete this process while ensuring continuity of service to its customers.

### PRODUCTS AND SERVICES

Alcatel-Lucent OmniSwitch® 6900, 6850E Stackable LAN Switches

Alcatel-Lucent OmniPCX® Enterprise Communication Server

### WHY ALCATEL-LUCENT ENTERPRISE

Merseytravel maintains a long and strong business relationship with the business partner, Indigo. The Alcatel-Lucent Enterprise products offered high levels of functionality, capacity, and flexibility, and would guarantee that Merseytravel would be able to offer a robust, reliable and affordable service to customers. Alcatel-Lucent Enterprise provided Merseytravel with a single IP network, from a single vender, covering voice, video, and data.

**Location:** Merseyside, UK

**Vertical:** Transportation

**Number of users:** 800+

**Deal implementation:** January, 2014

**Business Partner:** Indigo Telecom Solutions

## BENEFITS

### TECHNICAL

The network is now enabled to handle the high levels of traffic required by Merseytravel, including data, voice and video.

Networking has been simplified, optimized and is more resilient, and also has the benefit of built-in security.

### FINANCIAL

By consolidating voice, video, and data onto a single IP network, Merseytravel has reduced the cost of communications.

### USER EXPERIENCE

A unified data and telephony platform makes it easier to maintain the network; therefore ensuring customers receive an improved continuity of service.

"A flexible, resilient and reliable network infrastructure is critical to ensuring that Merseytravel can efficiently run its services on a 24 hour basis. The consolidation of networks has allowed us to maximise the return on our investment whilst underpinning the provision of diverse services to the public of Merseyside."

Ian Hawkins, IT Service Delivery Manager.

Alcatel·Lucent Enterprise

**MOVIS GEODIS SIVOM LOGISTICS**

COMMUNICATION COSTS REDUCED BY TWO-THIRDS THANKS TO CENTRALIZED SOLUTION

## MOVIS INTERNATIONAL

Movis International was established as a joint venture between the Geodis group's African operations, and the port logistics operator Sivom, itself based in the Gulf of Guinea since 1973.

Movis aims to connect African markets to international trade more efficiently, relying upon direct access to the Geodis network, which spans over 120 countries.

The Ivory Coast subsidiary works very closely with the Abidjan port and covers five core business activities: logging, transportation, transit, storage, and express mail.

### CHALLENGES

Movis were suffering with frequent drops in the network. In addition, Movis had to deal with many reliability problems, slow performance, and ruptures due to an aging network.

The data solution was already installed, but the voice and data networks were separate. Movis needed to move towards data sharing and to increase the power of its network.

### PRODUCTS ET SERVICES

Alcatel-Lucent OmniSwitch™ 6850E Stackable LAN Switch
Alcatel-Lucent OmniSwitch™ 6250 Stackable Fast Ethernet Switch

### WHY ALCATEL-LUCENT ENTERPRISE

Movis selected Alcatel-Lucent Enterprise products because a trust relationship was already established with the vendor and partner API S&S, who would also work closely with Movis in providing after-sales service support.

The value of the solution was also a factor in the decision-making process, with Alcatel-Lucent Enterprise products proving to be the best proposal.

**Location: Abidjan, IVORY COAST**

**Vertical: Transportation**

**Number of users : 500**

**Deal implementation: 2010 - 2011**

**Business Partner: API S&S**

## BENEFITS

### TECHNICAL

Movis's network is much more reliable and available. Applications are now all centralized and interfaced.

### USER EXPERIENCE

All employees can now receive direct calls.

### FINANCIAL

Movis has reduced its communication costs by two thirds over the last five years. This is thanks to the unification of the voice network, offering free internal calls, the introduction of taxation, and monthly quotas for telephone calls.

"The reliability of Alcatel-Lucent Enterprise products provides us with such a high level of satisfaction that we intend to develop our network with this manufacturer. In 2015, we want to expand our Unified Communications to the site of San Pedro, and develop our Unified Access strategy."

M. Ibrahima KONATE, DSI, Movis.

**Alcatel·Lucent Enterprise**

# DISCOVER OUR CUSTOMERS' TESTIMONIALS SORTED BY SOLUTION

## NETWORK INFRASTRUCTURE

Movis International,
IVORY COAST

## NETWORK INFRASTRUCTURE & COMMUNICATIONS

Sao Paulo International Airport,
BRAZIL

China Tianchen Engineering
Corporation CO.LTD,
CHINA

Bolloré Africa Logistics,
CONGO

Merseytravel,
UK

Heinrich Koch International,
GERMANY

Alcatel·Lucent
Enterprise