

Reference



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We give IT a face

Otto Bock HealthCare GmbH

Communications Around The World Made Simple

ottobock.

Sycor implemented a management platform to facilitate the global video communications of Otto Bock HealthCare GmbH. The individual videoconferencing systems can now be managed centrally with the new Cisco solution.

Otto Bock HealthCare GmbH has locations in 44 countries around the globe. Such a global operation requires good organization. After all, the employees in laboratories, production facilities and those working in development have to be able to talk to each other. A sophisticated IT network ensures the smooth functioning of these voice and data communications across borders. A main component is communicating via videoconferencing, for which SYCOR GmbH has built a central management platform. For example, if employees of Otto Bock HealthCare GmbH in Great Britain, Japan, the US and

Germany want to videoconference with each other, it is this management solution that makes sure the communications are uncomplicated and fast.

Innovative Technology

"Video communications are now a fixture of our global communications strategy. As early as in 2005, we collaborated with Sycor to build the 'Otto Bock Global Network', which today ensures the global consolidation of IT applications at all locations and serves as the foundation of IP-based voice and video communications," explains Mike König, director of IT at Otto Bock HealthCare GmbH. More than 60 locations all over the world are linked to each other through MPLS WAN connections, as well as use videoconferencing systems and voice-over-IP. In Göttingen and Duderstadt - the central data centers of Otto Bock HealthCare - global voice and video communications are managed and controlled via the Cisco Unified Communications Manager. "In this system, Otto Bock HealthCare GmbH has an absolutely sustainable solution that will be around for years and that responds to the requirements of the company and market flexibly," says Matthias Helmke, who is in charge of technical project coordination at Sycor. >>>

Project

Implementation of Cisco-Management-Software for video conferencing

Benefits:

- Central management of video conferencing
- Improve internal communication
- Faster, more flexible coordination processes
- More efficient cooperation in global teams
- Increased productivity

Otto Bock HealthCare GmbH

Headquarters:

Duderstadt, Germany

Industry:

Medical technology

Products:

High-quality, technologically outstanding products and services in Orthobionic[®] and Bionimobility[®]

Company size:

5,047 employees worldwide
583.2 million euros in sales (2011)

Web:

www.ottobock.de



Effective Cooperation

At the core of the project were the standardization and centralization of the entire IT infrastructure. "Our primary goal was to replace the heterogeneous IT structures.

Cooperation between the different locations was to become more efficient and more effective so as to allow us to work in an even more goal-oriented manner," adds Mike König. The path to the "Otto Bock Global Network" went through several sub-projects: for example, the different ERP systems of the various Otto Bock field offices were replaced by centralized SAP solutions. Across all the locations, directory, file and printing services, telephone systems as well as e-mail and Intranet were consolidated. At the same time, the local network infrastructure of the central and branch offices was converted to a homogeneous platform for voice and data communications. As part of this process, the different videoconferencing systems in use at Otto Bock locations also came up for closer inspection.

Uniform Structure

In order to achieve as much homogeneity as possible also with videoconferencing systems, Sycor implemented a management solution that can be managed and controlled centrally. The core element is the web-based software

managed by Sycor. Aside from the high transmission quality and the low security risk in the transmission of sensitive information, a key criterion for Otto Bock was, above all, the flexible extension of the system. As well, Sycor built a multipoint conference bridge that allows three or more locations to connect simultaneously. As a result, several people can conference with each other without having to sacrifice any quality. The management software enables the various locations to be highly independent and flexible in the planning and execution of videoconferences. Sycor specified fixed basic settings to ensure consistent standardization throughout. Now, with the central platform, the video network is easy to manage, and it is also significantly easier to plan and monitor conferences.

Improved Innovation

The advantages of the homogeneous IT structure have long since made themselves felt at Otto Bock: across locations and national borders, employees can now use videoconferencing to present and coordinate new products live - simple and without complicated control processes. In addition, the easy manner of managing the system and cost savings through VoIP services speak in favor of the web-based solution.

Global Network via video communication

- Duderstadt (Germany)
- Egham(UK)
- Königsee (Germany)
- Minneapolis (USA)
- Peking (China)
- Wien (Austria)