

Cost-effective, seamless communications for frontline workers at the world's largest food and beverage company



spectralink 



The food manufacturer's site staff needs to remain productive and connected to the team as they move throughout large sites. As the company looked to migrate from Skype for Business to Microsoft Teams across the board, Spectralink's direct integration of Microsoft Teams on their DECT devices stood out for its outstanding user experience, cost-effectiveness, and speedy deployment, enabling seamless communications between desk-based and frontline workers. Key partners, such as FS-IT Consulting, support organizations in implementing and designing Spectralink's innovative solutions to transition from legacy systems to Microsoft Teams.

A well-seasoned team for their UC

Fritz Schaberreiter, CEO and founder of FS-IT Consulting GmbH has been responsible for developing and expanding the food manufacturer's global enterprise voice solution designs for about 8 years. Mr. Schaberreiter's development and architectural responsibilities spanned around 1,200 of their office and production sites worldwide.

"I started my architectural role with them during the Skype for Business era, managing transitions from PBX-based sites to Skype for Business Enterprise Voice and providing all additional and required solution designs requested by the business. This design and architectural role also included designing global network changes to accommodate their corporate IT strategy in preparation for cloud migrations in the future. Working with third-party product manufacturers for Skype, these solutions included support for analogue phones, the coexistence of existing global fax solutions, paging, deployment of VoIP phones from various manufacturers, attendant console, E911 services, Spectralink DECT and Wi-Fi phone deployments, and the entire VoIP phone support system. This is also when – and how – my relationship with Spectralink started," explains Mr. Schaberreiter.

Seamless migration from Skype for Business to Microsoft Teams

In early 2022, when the company decided to embark on its migration journey from Skype for Business to Microsoft Teams, their main objective was to make the



Industry

Manufacturing

Solution

- 1,200 office and production sites worldwide
- 7532 Handsets
- Microsoft Teams
- VIP-DECT Servers



transition as smooth as possible. The Fast Moving Consumer Goods (FMCG) company needed to maintain all the features and functionalities that their staff were used to, including direct integration with their legacy VoIP devices, to ensure that the migration did not impact their productivity and user experience.

Choosing Spectralink for Direct Integration of Microsoft Teams

Deploying Spectralink's DECT Solution: How Fritz Schaberreiter helped the food manufacturer Migrate from Skype to Teams

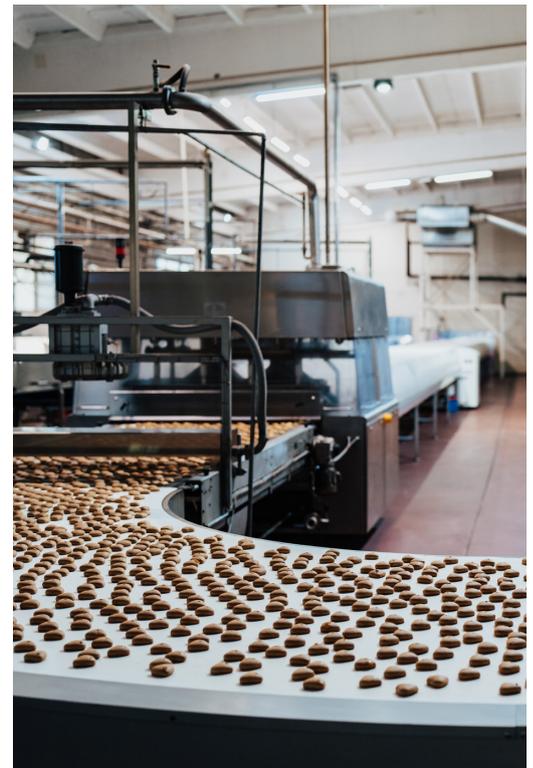
Deploying a new solution across a large enterprise can be a challenging task, especially when it involves transitioning from one platform to another. The company faced this challenge when they decided to migrate their DECT phones from Skype for Business to Microsoft Teams. While several solution providers offered DECT phones, only Spectralink provided a direct integration of Microsoft Teams on their DECT devices. However, at that point in time, Spectralink was not officially certified by Microsoft, which could have been a roadblock in the migration process.

To overcome this challenge, Fritz leveraged the already established relationship between the three companies and initiated a proof of concept (PoC) under a Microsoft NDA, managing it in cooperation with Spectralink. This PoC was a prerequisite for Microsoft to certify Spectralink's solution, and its success led to Spectralink's DECT devices being seamlessly integrated with Microsoft Teams. Spectralink's solution was certified by Microsoft in record time. This allowed the manufacturer to include the DECT solution in their list of approved products as a global and productive design approved by their internal architectural review board. The solution enabled production site staff to remain productive and connected to their teams as they moved throughout the large sites. The transition from Skype to Teams was made smoothly, thanks to the outstanding user experience of Spectralink's solution, as well as its cost-effectiveness and speedy deployment.

The successful migration from Skype for Business to Microsoft Teams, completed in such a short period of time, is a testament to the effectiveness of strong partnerships between solution providers and enterprise customers. This transition was achieved seamlessly and efficiently through collaboration between Spectralink, FS-IT Consulting, and the end-user, showcasing the value of a coordinated and supportive approach to technology implementation.

FS-IT and Spectralink: a partnership built to last

A member of the Spectralink partner network, FS-IT Consulting specializes in unified communications and is led by Fritz Schaberreiter, who has over 15 years of experience in the industry, the team is dedicated to providing clients with excellent service. They offer UC consulting, architecture, and



“Spectralink’s direct integration was definitely a game-changer for the company. Their main concern was maintaining the same UC experience and features when switching from Skype for Business to Microsoft Teams. In fact, without the integration with Teams, the migration would have been expensive, extremely time-consuming, and unsatisfactory in its results.

– Fritz Schaberreiter,
CEO and founder of FS-IT Consulting GMBH

implementation services, as well as endpoint and meeting room management, monitoring, alerting and analytics. The team supports each design and product with professionally trained and certified engineers, available either 12x5 or 24/7. Founded during the Lync/Skype for Business era, FSIT Consulting is an Austrian company that has evolved alongside the industry, offering support for Microsoft Teams migrations and introducing additional services such as meeting room, call center, and on-premises device management. “The UC landscape has definitely changed a lot in the last few years. Companies have started migrating from Skype for Business to Microsoft Teams or directly from PBX systems to Teams, eliminating the need for on-premises hardware,” recounts Schaberreiter.

“Spectralink is our go-to for UC solutions designed to support deskless front-line users, and my experience working with them over the years has been nothing short of positive. Aside from their high-quality, versatile, and broad product range, Spectralink takes a future-oriented approach to their solutions and has a global presence. What’s more, their support team has always been responsive and punctual, which is why I believe that when it comes to choosing Spectralink, it’s not just about selecting an excellent product, but also about the people behind it,” Schaberreiter concludes.

About FS-IT

At FS-IT, our goal is to deliver “Service of Excellence” to our customers. We offer unified communication consulting services, IT solutions and IT support services covering consultancy services for architectural and migration designs and implementations, Team as a service, contact center and attendant console solutions and most importantly the monitoring and alerting services for your IT infrastructure to ensure that we have the leading edge when compared with other service providers. Our team is dedicated in providing you with an outstanding support experience, whether you need help setting up a new meeting room, looking for live event management, monitor your global organization or deliver tailor made managerial reporting data for critical business decision making.

At FS-IT, we pride ourselves on our highly trained, certified and skilled team of professionals. We have more than 15 years of experience in the industry, and our client retention is among the highest in the business. We are dedicated to providing our clients with the leading edge tools and service, assisting with unified communication consulting, architecture and implementation, phone or meeting room management.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30 years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what’s next, what’s possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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