

Fully integrated DECT telephony made simple.

How aquatherm is making the switch to digital communication quickly and smoothly with Spectralink and Microsoft Teams Phone™.

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More and more companies are switching their communications to modern digital UC solutions. Aquatherm, a world leader in plastic piping systems from Atterndorn in North Rhine Westphalia, is no exception. When the pandemic created new challenges, action had to be taken quickly. With the right partners and innovative technologies, aquatherm was able to find a solution that eliminated the old problems and made their communication environment fit for the future.

The two-year journey begins.

aquatherm was already planning to introduce the UC platform Microsoft Teams when the pandemic changed everything. Employees went to work from their home offices, and in this new situation, the communication of all colleagues, wherever they worked, had to be ensured.

This situation forced aquatherm to speed up their rollout of Teams for those who now worked from home, extending their desk phone to their Teams instance at home, ensuring they could be reached via the company number and make phone calls.

From the home office to the warehouse – how is everyone connected?

Two years later, after much success with the Teams rollout to home-based workers, it had become the reliable VOIP telephony at all aquatherm locations and was being used intensely for internal communications. The decision was then made to extend the use of Microsoft Teams Phone to other workers.

As a manufacturing company, aquatherm not only has workstations in the office but also has employees in Production and the warehouse who need to be integrated into the communication environment.

The IT department was faced with the challenge of integrating the DECT device users into the new Teams telephony. For this purpose, a solution had to be found with which the legacy telephone system running the DECT devices could be connected to the new IP environment.

This connection between the analog and digital worlds was a technical challenge that could only be solved via an auxiliary solution using an SBC server. The scope of telephony was thus limited and resulted in annoying inadequacies. For example, if an employee made



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a Teams call, this was not recognised by the old telephone system. The caller heard a dial tone and thought their call was simply not being answered. So it was clear that this problem had to be fixed.

Spectralink partner IANT takes over system integration

aquatherm turned to Spectralink, one of the world's leading providers of mobile communication solutions and DECT telephony for over 30 years. Spectralink was the first company worldwide to offer direct integration of DECT telephony in Microsoft Teams Phone.

This direct integration to Microsoft Teams Phone meant that aquatherm could consolidate and simplify their migration, as they no longer needed to use an SBC server and could bring their deskless workers from Warehouse and Production into the same voice community as other team members. This would allow them to have access to the same tools as office and remote workers, uniting their teams for greater collaboration.

Spectralink works with a network of selected partners to plan and implement the projects on-site. For this project, aquatherm and Spectralink partner IANT came together to analyse the existing challenges and jointly find a modern and sustainable solution.

With more than 10 years of experience in planning and implementing IP-DECT projects, IANT was the perfect partner to work with aquatherm to fully transition the company's communications solution into the digital age.

The requirements of aquatherm regarding the desired functionalities set the framework conditions. IANT developed the necessary DECT infrastructure for this against the background of the local conditions, such as the size of the site and the building situation. This overall solution, consisting of planning, installation, and subsequent service and maintenance, ensures uncomplicated setup and smooth operation, providing real added value.

The communication of the future at aquatherm

The introduction of Spectralink IP-DECT telephony at aquatherm initially took place as part of a POV (Proof of Value) project at

the Radeberg site. For Matthias Herfter, OT Technical Engineer at aquatherm, the integration of the Teams telephony into the DECT environment went quickly and without any problems. About 25 DECT terminals are currently in operation, and the feedback so far has been consistently positive: all telephony functions run flawlessly.

“With Microsoft Teams Phone, telephony became possible at any location. It can bring the analog world into the digital age.”

– Matthias Herfter, OT Technical Engineer at aquatherm

The easy setup via the Microsoft Teams Admin Center was perceived as particularly positive. Matthias Herfter: “Everything was set up very quickly. Just tick a few boxes, and it's up and running.” The significant advantage for him is that the two worlds of Teams telephony and DECT end devices could be brought together through Spectralink.

The test run at the Radeberg plant is planned for six months to a year. If the experience continues to be positive, which is assumed by all involved, the rollout will also take place at the headquarters in Attendorn and, finally, the third German location in Ennest.

Technically, the changeover to digital communication at aquatherm is then complete. The employees will not only be offered fully integrated, future-proof communication throughout the company, but aquatherm will also benefit from additional cost advantages: if the legacy telephone system is completely switched off, the previous costs for licenses and maintenance of over € 3,000 per year can be saved.

Thus, the direct integration of Spectralink IP-DECT in Microsoft Teams Phone provides aquatherm with a powerful and efficient UC environment and equips it perfectly for the digital future of communication.

About aquatherm

aquatherm is the world's leading manufacturer of plastic piping systems made of polypropylene for plant construction and building services. The fields of application include drinking water applications, heating system construction, fire protection sprinkler systems, air conditioning and refrigeration technology, and surface heating and cooling systems.

aquatherm products can be found in the most diverse types of buildings and ships worldwide. These include, for example, the Elbe Philharmonic Hall in Hamburg, the crane buildings in Cologne, various Olympic sites, numerous top hotels and resorts, and AIDA club ships.

Today, the family-owned company is run by the second generation of the Rosenberg family: brothers Christof, Dirk, and Maik. The company employs over 600 people in Germany, Italy, England, the USA and Canada. Production takes place exclusively at the German locations in Attendorn (headquarters), Radeberg, and Ennest.