



## Success story

### Global energy company, AVI-SPL Deutschland GmbH

## “Full of energy” and ultra-modern

### AVI-SPL puts video conferencing technology on a new footing at a global energy company

The vision of AVI-SPL Deutschland GmbH is to connect all employees globally without borders, using the latest standardised, user-friendly and scalable technologies. The company is driven by the conviction that teams can work more efficiently with innovative collaboration tools and that they can easily exchange ideas and expertise worldwide. The international AV and UC provider has been active in the market for 40 years, and has had a branch in Germany since 2016.

The 80+ employees at AVI-SPL Deutschland GmbH ensure that reliable and high-performance digital workplace structures give companies a competitive edge. This was also the case with a global energy company where AVI-SPL ensured a fundamental modernisation of the video and telephony infrastructure.

#### The challenge

The project began with a site survey. The energy company came to AVI-SPL to have the technology used in a standard video conference room assessed at their German headquarters. The systems and components used needed to be carefully examined to see if they were still up to date and future-proof, as well as to get suggestions for any updates. But it quickly became clear that improving just one conference room would not be enough. All of the rooms had been in use for several years, and the connectivity to other globally distributed locations and to some external participants was no longer guaranteed.

Implementing video conferences with the global headquarters was a particular challenge. In addition, the energy industry is one of the critical infrastructure sectors worth protecting and is therefore subject to very high security standards.

#### The solution

The aim of the project was to sustainably renew the entire video conference infrastructure of the energy company and make it fit for the future. The telephony solution would also be thoroughly updated.

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Michael Kremer,  
Sales Manager at AVI-SPL  
Deutschland GmbH

“The technical requirements for the Cisco backend were very high because of the extensive security regulations – that is why we brought the Comstor specialists on board for the implementation from the very beginning,” says Michael Kremer, Sales Manager at AVI-SPL. “In this way we ensured we had the necessary specialist knowledge on board to smoothly integrate video and telephony. The energy company’s backend requirements were very demanding, so we knew that we needed Comstor’s specialist knowledge. That is why the Westcon-Comstor service team took over the entire on-site installation as well as the necessary remote administration tasks.”

First a Cisco Meeting Server (CMS) was set up, which enabled audio, video and web conference functions. Each participant would receive a consistent meeting experience, whether they were attending a meeting with Cisco or third-party video endpoints. This was followed by the installation of the Cisco Telepresence Management Suite (TMS) for conference planning and video endpoints administration. An extension of the TMS enables employees to plan video conferences directly from Microsoft Outlook. The CMS was integrated into the existing Skype for Business infrastructure to enable meetings between Skype clients and the new video endpoints.

The Cisco Unified Communications Manager Express was migrated to the Cisco Unified Communications Manager, to ensure smooth telephony in the future. This also offers an integrated collaboration infrastructure for audio and video calls, messaging and mobility. Cisco Expressway Core provided the connection of remote Jabber users, so they could also use the telephony services available on-site.

### Outcomes

The renewal project was carried out in phases that frequently interlinked. “We worked closely with Westcon-Comstor over the entire duration of the project, which lasted around a year, and together we continuously made adjustments to the backend. Our cooperation went really smoothly,” says Michael Kremer. “Westcon-Comstor Services and Project Management were very flexible, even when there were unscheduled delays due to delivery problems. We have already prepared some work from later project phases.”

With the new combined video conference and telephony system, the energy company has a future-proof, high-performance overall solution that meets high security requirements. “The company can now cover the needs of the next few years and ensure functionality,” explains Michael Kremer. And adds: “We are proud to have built up such a relationship of trust with our customer in the course of the project. This shows us that, together with the Cisco experts from Westcon-Comstor, we are able to meet the high demands that IT places on critical infrastructures.”



**Partner:**

AVI-SPL Deutschland GmbH

**Partner level:**

Cisco Gold Partner

**Cisco products used:**

Cisco Meeting Server

Telepresence Management Suite

Cisco Unified Communications Manager

Cisco Expressway Core