

Copenhagen Airport

"Trio Enterprise is perfectly integrated with our Microsoft LYNC UC-solution."



A CUSTOMER CASE FROM ENGHOUSE INTERACTIVE

In brief

ABOUT COPENHAGEN AIRPORT

Københavns Lufthavne A/S is a Danish public limited company whose main purpose is the operation of Kastrup Airport and Roskilde Airport. The company has more than 2200 employees and a turnover of 3.5B Danish kroner in 2012.

Københavns Lufthavne was established by the Danish state in 1925 under the name Københavns Lufthavnsvæsen.

The largest owners of Københavns Lufthavne are the Canadian pension fund OTTP and MEIF3 with 53.7% of the shares. Copenhagen Airport Denmark and the Ministry of Transportation together own 39.2% of the stake, while the remaining 7.1% is owned by private and institutional investors from Denmark and throughout the world.

SOLUTION

- Trio Enterprise offers a common function-focused platform for all businesses
- Platforms independent
- Integration with Microsoft LYNC
- Referral system with operator/agent client
- Calendar connection
- Statistics

About Københavns Lufthavne

Københavns Lufthavne A/S operates both Kastrup Airport and Roskilde Airport. The company's 2200 employees are responsible for a long list of vital issues such as technological and real estate development, property maintenance, baggage management system, security guard central for emergency services, and last but not least, the operation and development of the airports' telephone and IT systems and helpdesk for all IT users.

The Solution

Københavns Lufthavne performs complex and vital services heavily dependent upon the airports' common "central nervous system", the local high-tech high-speed network used for both data traffic and IP telephony. With this system, coworkers no longer have land-line telephones, but rather a Microsoft LYNC client on their computers as well as their mobile telephones.

The airports use a central communications solution that manages all incoming and outgoing calls. The system consists of Trio Enterprise from Enghouse Interactive, which is connected to all coworkers' computers via the airports' own network. Thanks to VMware technology for Trio Enterprise servers and prioritisation of telephone calls over data traffic on the VLAN level, the airports now have excellent sound quality on all telephone calls.

The Trio solution is integrated with the airports' Microsoft LYNC platform, which is the internal communications system for the telephony, chat, video conferencing, etc. The operators can therefore always see whether a colleague is available, busy or on their phone/mobile before a call is diverted. If a colleague is busy, the operator can still reach them via chat or SMS if necessary.

First with LYNC and External Telephony

The airports are among the first places in Denmark to have adopted Trio Enterprise and Microsoft LYNC in their operations, and integrated it fully with ingoing and outgoing telephony.

"It is a difficult technical challenge. But it works," says department head Jan Zachø, who is responsible for maintenance and development of the entire internal infrastructure for IT and telephony at the two airports.

“With help from Enghouse Interactive and their local partners, who are also our network service providers, we have been able to create an advanced and functional communications system with Trio Enterprise, which has delivered 100% on our requirements.”

Jan Zacho, department head for IT and Infrastructure
KØBENHAVNS LUFTHAVNE

The solution is able to manage several telephone numbers, can prioritise incoming calls, keep track of queues and create statistics so that staffing can adapt according to need. Thanks to greeting information and queue notifications to all who call in, and the integration with Microsoft Lync, Københavns Lufthavne has more satisfied customers on the line than ever before.

Jan Zacho emphasises that the system from Enghouse Interactive really lives up to expectations, which was not the case when they purchased their first IP communications solution in 2011.

“We replaced our old PBX system with what we believed was the market’s most advanced computer-based platform. But unfortunately, we ran into a number of technical problems, not least of which was the interaction with Microsoft LYNC. This meant that we were forced to find another product on the market.

Users Decide

The supplier’s attempts to solve the issues were in vain. After a year of problems, we returned the system and replaced it with the current Trio Enterprise solution. And then there was order. According to Jan Zacho:

“We designed a thorough specification in conjunction with the employees working the exchange, and we made a number of investigative visits where the prospective users followed along. We then let the users have the final word. It is, after all, they who need to wrestle with any problems that should arise if this system did not fulfill their needs.”

Users did not hesitate: the Trio system was the best alternative, and it was put into operation in June 2012 after a successful implementation and integration project. And it fulfilled the users’ lofty expectations. According to Rikke Lehmann, one of the exchange operators:

“We are very pleased with the Trio system because it works as promised. It is easy to learn and use, since it is so intuitive. And it is extremely fast and works without problems. A big difference compared to the first system we got.”

Now, Jan Zacho can look back at a successful project with a finished solution which is so flexible that it can quickly be expanded as the amount of communication increases, which is a result of the expected doubling of the traffic at Kastrup Airport, from today’s 24 million to 40 million passengers per year.”

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive’s integrated suite of solutions includes multi-channel contact centre with integrated attendant clients, rich presence management, self-service, visit management, statistics and billing. These solutions enable organisations to classify and respond to customers in the way they want: quickly, efficiently and successfully, with minimal effort.



Learn more at www.enghouseinteractive.se