



Agribusiness Integrates Communications

Syngenta Agro Services in Belgrade becomes more agile by using Cisco Unified Communications and wireless solutions

Case Study

Customer Name: **Syngenta Agro Services AG**
 Industry: **Agriculture**
 Location: **Belgrade, Serbia**
 Number of Employees: **22**



Business Impact

- Phone bills reduced by 40 percent due to Internet routing
- Efficiency improved due to more flexible working
- Customer service enhanced by better communications

Business Challenge

Syngenta Agro Services is the Serbian sales and marketing office of Syngenta, a global agribusiness that researches and develops products for food production and crop protection. The company wanted to improve its communications to help employees collaborate more easily and work more efficiently. Syngenta Agro Services also needed to cut the cost of essential business calls to colleagues in different countries, including the headquarters in Switzerland.

The company had separate networks for its telephone and computing services, and the functionality on its telephone handsets was limited. For example, calls were missed, because they could not be diverted to another phone or picked up by another person on a different handset. Although 70 percent of employees had laptops, their use of these systems was restricted by the lack of wireless links in the Belgrade office.

With a move to new office premises already planned, this was an ideal time for Syngenta Agro Services to refresh and unify its communications technology. The company decided to implement a Cisco network and install Cisco® Unified Communications and wireless solutions.

Solution and Results

With computing, telephone, and wireless services now consolidated onto a single infrastructure, Syngenta Agro Services expects to realize significant savings on both capital and operating expenditures. Routing international calls over the Internet has already cut the company's phone bills by 40 percent.

Missed calls are no longer a problem because calls can be routed to a mobile phone, or picked up by colleagues from their own handsets. Customer service is improving now that calls are being answered more efficiently. "Because the Cisco IP phones are very easy to use, people can communicate more effectively," says Boris Matovic, Syngenta's IT Manager. As a result of wireless links, people can work more flexibly by taking their laptops to meetings anywhere in the office.

A Cisco partner manages the whole network, remotely monitors all the equipment, and provides 24-hour support and maintenance. This support enables the IT team at Syngenta Agro Services to focus on looking after the company's business applications and operating the internal helpdesk. With predictable monthly fees, the managed service is a cost-effective solution that avoids the need for additional in-house engineers.



"We were looking for the best solution for our new premises. Ease-of-use was obvious, and cost cuts have been significant. Cisco technology has clearly helped us be more productive."

Boris Matovic
IT Manager, Syngenta Agro Services AG

For more information on Cisco Voice and Conferencing please [click here](#)

For more information on Cisco Wireless please go [here](#)