



Baltimore Aircoil is ready for the future thanks to new Cisco network

The company has installed new fibre-optic cables, switches and a telephone exchange from Cisco, paving the way for more powerful business software and Unified Communications.

COMPANY

Baltimore Aircoil produces equipment for evaporative cooling and heat removal. These allow systems and buildings to be cooled efficiently, using as little water and energy as possible. Baltimore Aircoil's Belgian production site also serves as its European headquarters. It employs 400 persons.

BUSINESS BENEFITS

- IT supports the business activities
- Convergence of networks lowers costs
- IP telephone exchange is cheaper than an upgrade of the existing exchange
- Infrastructure tailor-made for Baltimore Aircoil's growth

CHALLENGE

Baltimore Aircoil's IT infrastructure, updated on an ad hoc basis, no longer suited the scale of the international company. "IT is an important link in all our business processes," says IT manager Luc Derveaux. "The diversity of our infrastructure was hindering the continuity of our activities. We made substantial investments on four fronts: hardware and software, network, telephony and training."

Baltimore gave each staff member new computers and laptops and started the implementation of new ERP software. "Thanks to this uniformity it is now easier to manage the hardware. Logically, the next step was the network. Both the cabling and the switches had to evolve with the hardware and software," according to Derveaux. "We replaced our heterogeneous switching infrastructure with Power over Ethernet switches from Cisco for our divisions and robust Cisco Layer 3 switches for the backbone network. This meant we were ready for the new ERP system and also for IP telephony. Meanwhile, our telephone exchange was also due for replacement. And these days anyone replacing their exchange will think about IP telephony first."

SOLUTION

Baltimore Aircoil selected "Unified Communications Manager" or IP telephone exchange from Cisco.

"The upgrade of the digital exchange would have been more expensive than an IP exchange with 200 telephones being replaced!" says Derveaux. "What's more, we can configure our new telephone exchange according to the size of our international branches. Our partner Facts & Figures helped us with the entire integration process by providing relevant and excellent advice."

USER BENEFITS

The convergence of voice and data means that the IT staff now also maintain the telephone systems alongside the network infrastructure. "As a technical business we like to be in charge of things. We also take care of the maintenance of the IP telephone exchanges of our foreign branches. We no longer have to outsource the maintenance, so we are making substantial savings on maintenance costs!"

Case Study



"The upgrade of the digital exchange would have been more expensive than an IP exchange with all the telephones being replaced!"

Luc Derveaux, IT-manager Baltimore Aircoil International

However, the company does not skip a step. "We made a conscious decision not to use all the functions of IP telephony. First of all we are organizing, together with the personnel department, training sessions for the basic functions, such as the configuration of keyboard shortcuts via the web interface. In the second phase we will deal with unified messaging and the integration of our ERP system."

PARTNER PROFILE

Network specialist Facts & Figures received the Cisco Select Certified Partner certificate in October 2007 and achieved a specialization for SMEs. "Companies can confidently follow in Baltimore Aircoil's footsteps. With its new network the company is all set for the future," says Ivan Van Eccelpoel, business manager of Facts & Figures.