

Global Manufacturer Speeds Time to Market with Collaboration



Executive Summary

- **Customer Name:** Mondi Group
- **Industry:** Paper & Packaging Manufacturing
- **Location:** Vienna, Austria
- **Number of Employees:** 25,700

Challenge

- Increase user acceptance of collaboration tools to improve productivity
- Enable mobile users to easily take part in meetings to speed decision-making
- Migrate from costly traditional telephony to unified communications infrastructure

Solution

- Deployed cloud-based, integrated voice and video tools to streamline collaboration
- Equipped operational headquarters with IP telephony for greater flexibility

Results

- Increased user adoption of collaboration tools by more than 300 percent
- Simplified collaboration with common user experience across devices
- Provided reliable platform for synchronous collaboration

Mondi Group deployed Cisco collaboration solutions to accelerate business decision-making and execution.

Challenge

Global demand for packaging and paper solutions is strong, and Mondi Group (Mondi) is growing along with it. The international paper and packing group is leveraging its leadership position in emerging markets to drive profitability. “Our goal is to consistently be the best performing manufacturer in the paper and packaging industry,” says Roman Scarabot-Mueller, manager IT infrastructure at Mondi’s operational headquarters in Vienna.

With operations across 30 countries and more than 25,700 employees, Mondi provides an integrated value chain, controlling operations from logging to pulp and paper production all the way through to finished product. The company must make decisions every day that involve input from employee teams across IT, production, and procurement. Mondi’s two divisions, Europe & International and South Africa, must coordinate operations as well. Linking these distributed user groups requires a holistic approach to collaboration.

“Many of our customers are large multinationals that source directly from our factories,” says Scarabot-Mueller. “Providing excellent customer service and maintaining supply-chain efficiency require close alignment between employees in different parts of the world.”

As a distributed company, one of Mondi’s priorities is putting in place a unified communications infrastructure including advanced collaboration tools. Mondi initially deployed Microsoft Office Communications Server to give employees more options for collaboration, but user acceptance was low, and support demands on IT were high. “The stability and reliability of the Microsoft solution didn’t meet our users’ expectations,” says Scarabot-Mueller. “We also had to do work on the back end to support Office Communications Server, and it didn’t scale well in our highly distributed environment.”



“We’ve accelerated our time to delivery, because account managers can collaborate more easily and extensively.”

– Roman Scarabot-Mueller
Manager IT Infrastructure
Mondi Group

As a result, the company found it difficult to scale effective collaboration for converged voice, video, instant messaging, and presence across a user community of 600 employees, just a portion of the overall staff who needs access to reliable, high-performance tools. The Mondi IT team began investigating other possibilities.

Solution

High-Quality, Synchronous Collaboration

About a year ago, Mondi deployed Cisco Jabber® to 2500 employees, allowing them to collaborate anywhere using any device. Jabber users can access instant messaging, voice, video, voice messaging, desktop sharing, and conferencing. At the same time, Mondi deployed Cisco WebEx® Meeting Center as a cloud-based web meeting experience, with high-definition video, integrated audio, and real-time content sharing, eliminating the need to provision and support an on-premises software deployment. Users can launch Cisco® WebEx directly from Jabber and easily escalate a conversation into a web conference that combines file and presentation sharing with voice and video.

“With Cisco Jabber and WebEx, we benefit from high-quality, synchronous collaboration and also a convenient telephone bridge,” says Scarabot-Mueller. “The cloud solutions are delivered over a powerful infrastructure, and work well at all of our global sites. The Cisco solution outperforms the Microsoft product we were using, and is more aligned with our users’ expectations. For a company like ours, operating in emerging markets worldwide, Cisco collaboration technology is the ideal choice.”

The Cisco solutions are easy for Mondi employees to use because of their intuitive layout and integration with common office productivity applications. Users can start or join an online meeting with one click from their email application, IM client, or web browser. “One click callback is extremely important to us, because it makes it easy for mobile users to take part in calls and online conferences,” says Scarabot-Mueller. “That convenience can make the difference between a user being able to join or not join an important meeting.”

Enriching Communication Experience

As Mondi refreshes older telephone infrastructures, it is moving toward IP telephony. Mondi deployed Cisco Unified Communications Manager to deliver enterprise-class IP communications to 700 employees.

“We chose Cisco over Microsoft for unified communications because the technology is more compelling and scalable,” says Scarabot-Mueller. “Reliability is paramount in unified communications, and Cisco has architected its call control platform in a way that the technology is a true business enabler.”

The combination of Cisco Unified Communications Manager and Jabber allows employees to determine if and how colleagues are available, and collaborate instantly using their preferred method. Users simply click to begin an IM session, initiate a phone call, or easily start a videoconferencing call. “We are impressed by the integration between Cisco solutions,” says Scarabot-Mueller. “Unified presence is a big advantage for our operations, and employees saw that right away.”

For support, Mondi contracts with Cisco Smart Services. Mondi also uses Cisco routers and switches for its network infrastructure, benefitting from an intelligent Cisco Medianet™ architecture that can cost-effectively scale to support video, while offering features such as auto-configuration and media monitoring. “Cisco networking hardware is optimized for voice and video, which makes collaboration easier and more reliable,” says Scarabot-Mueller.

Product List

Conferencing

- Cisco WebEx Meeting Center
- Cisco TelePresence

Unified Communications

- Cisco Unified Communications Manager
- Cisco Jabber

Results

Mondi employees quickly embraced Cisco collaboration solutions without requiring a lot of training or support. The adoption rate for online collaboration has increased by more than 300 percent to more than 2000 users, and is expected to grow even more following an upcoming internal awareness campaign. Enhanced collaboration is driving more efficient decisions and enabling more frequent meetings. “We’ve accelerated our time to delivery, because account managers can collaborate more easily and extensively,” says Scarabot-Mueller.

By simplifying collaboration with a common user experience across devices, Mondi is enabling a cultural shift toward more advanced collaboration. “Collaboration tools are being accepted as a helpful supporting technology at Mondi, and that’s what counts,” says Scarabot-Mueller. “People feel that the technology is enabling them to work better and faster. I truly believe we’ve implemented a toolset that will help Mondi be more agile.”

Next Steps

Mondi plans to broaden the communication experience in the coming months by replacing its current Polycom videoconferencing infrastructure with Cisco TelePresence®. The unified Cisco solution will enable Mondi to extend Cisco TelePresence meetings to WebEx users with WebEx Enabled TelePresence and further streamline management. Mondi is also considering using Cisco Expressway to allow for remote access to collaboration services without the need for a separate VPN client, as well as Jabber Guest to provide guest users with voice and video through a browser or mobile application.

“Cisco collaboration tools allow us to continually plan for quality of service and accommodate different devices and platforms while offering users consistent, high-quality experiences,” says Scarabot-Mueller.

For More Information

To find out more about Cisco Collaboration Solutions, please visit:

www.cisco.com/go/collaboration.

To find out more about Mondi Group, please visit: www.mondigroup.com/.



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