

## Transgene mobilizes its research activities THROUGH VOIP AND WIFI FROM ALCATEL-LUCENT



CASE STUDY

MARKET: HOSPITALS & HEALTHCARE

COUNTRY: FRANCE



Using Alcatel-Lucent IP solutions and a network of WiFi access points throughout the company, Transgene has brought together its telephone resources into a single network based on IP technology. Its employees benefit from the advantages offered by this state-of-the-art technology.



When moving its headquarters to the suburbs of Strasbourg, Transgene took the opportunity to completely overhaul its IT and telephone infrastructure. This was a substantial project that involved the adoption of a full Alcatel-Lucent VoIP system and network infrastructure, providing greater usability for staff, complete mobility throughout the company, centralized management of the system and the implementation of an efficient business continuity plan.

A bio-pharmaceutical company with 250 staff, Transgene has been developing therapeutic vaccines and immunotherapy products for the past thirty years for the treatment of cancer and certain infectious diseases. A subsidiary of the Mérieux Group, it is structured around four fields of activity: applied research, pharmaceutical development (controls, procedures), medical affairs (monitoring clinical effects, monitoring trials) and regulatory affairs (intellectual property), all underpinned by a strong support department (human resources, legal affairs, accounting, etc).

### LOOKING TO THE FUTURE WITH FULL TRANSPARENCY

As part of a project intended to bridge the distance between its Strasbourg headquarters and its production site in Illkirch Graffenstaden, Transgene decided to modernize its infrastructure and take advantage of the opportunity to introduce new services. Already equipped with Alcatel-Lucent solutions, and in spite of a highly successful pilot project with new Alcatel-Lucent IP

solutions, the company decided to start with a blank page in order to maximize the benefits of this project by examining the competition.

Transgene's IT department therefore instigated a call for tenders divided into three separate batches: a network batch for active hardware and switches, a telephony batch for telephone sets and infrastructure, and a WiFi batch. This call for tenders involved some very exacting and rigorous specifications, both in terms of the technology to be employed and expected functionality, all aimed at drastically reducing communications costs while improving employee usability. A number of pre-requisites had to be fulfilled when selecting a service provider from those who responded to the call for tenders. The final decision was determined by pricing and system capacity commitment – particularly in terms of availability and quality, and also in terms of telephony functionalities and user-friendliness, thus making it easier for users to familiarize themselves with the new system.

Having a unique point of control considerably simplifies administration, particularly in terms of device security. Other benefits include the good coverage and high availability of the system.





### PROFESSIONAL RESPONSE TO AN EXACTING CALL FOR TENDERS

Ultimately, the three batches were won by NextiraOne, Transgene's integrator to date, using Alcatel-Lucent IP solutions that had undergone prior testing on one of the three company sites. Instead of a complete overhaul of the system, the project therefore consisted of developing and modernizing the existing Alcatel-Lucent solution, ensuring total consistency between the various hardware and applications.

"In order to fully comply with the comprehensive specifications provided by Transgene, we endeavoured to consolidate the structure of our proposal in order to meet current and future requirements from our longstanding client as closely as possible. We have succeeded in this challenge by capitalizing on a consistent, efficient technology based on the Alcatel-Lucent BICS (Business Integrated Communications System) server," says Frédéric Chachay, Consultant at NextiraOne.

### NEW FUNCTIONALITIES FOR GREATER USABILITY

Going beyond classic telephony functionalities, Transgene's IT department wanted to offer its staff added value services such as single numbering and unified messaging, which makes it possible to integrate voice messaging and faxing in the user's mail interface.

In addition to this BICS VoIP and unified messaging platform, the deployed Alcatel-Lucent solution also includes a MyInstant Communicator pack, a collaborative tool for the company's teleworkers, and an Alcatel-Lucent **OmniVista™ 4760** management console, providing centralized management of the system.

The BICS solution has been deployed on two sites: the main site, made up of two buildings, now consisting of 400 IP phones, including Alcatel-Lucent models from the 4018, 1028 and 4038 range, and 600 connections linked to Alcatel-Lucent **OmniStack™** switches; and the Lyon site, where 12 remote workers are linked up to the headquarters' IT and telephone system.

"One of the advantages of this all-IP system is the ability to deploy new IP phones anywhere, without local intelligence, thanks to the performance and availability of the fibre optic network," says Guillaume Menguy, IT Manager at Transgene.

### MOBILITY AT THE HEART OF TRANSGENE'S STRATEGY

Alongside the implementation of the BICS server, Transgene has deployed a voice and data WiFi infrastructure by installing

"The medical research sector is so critical that we cannot afford to take even the slightest risk with our equipment. We sought out the best providers on the market, and subsequently settled on Alcatel-Lucent VoIP technology, which we felt was the most compelling solution."

Guillaume Menguy, IT Manager, Transgene



### CHALLENGES

- Modernize and standardize telephone infrastructure
- Reduce communication costs
- Improve usability by introducing new services (unified messaging, etc.)
- Guarantee high network availability as part of the BCP

### SOLUTIONS

- Installation of an Alcatel-Lucent BICS server
- Installation of an Alcatel-Lucent **OmniVista 4760** management console
- Deployment of 400 Alcatel-Lucent IP Touch 4018, 4028 and 4038 telephones
- Positioning of WiFi terminals and a centralized WiFi controller

### ADVANTAGES

- Simplified, standardized infrastructure
- Increased user productivity through the use of new services (direct numbering, paperless faxing, user position flexibility)
- Reduced communication costs
- Optimized system security



access points throughout all its buildings, as well as a centralized WiFi controller. The introduction of WiFi coverage on this scale meets three company objectives: to meet internal roaming needs (for users in meeting rooms, for example); to offer visitors a secure, independent connectivity portal; and to provide telephony capabilities on the WiFi network for maintenance and production teams.

Today, having a unique point of control considerably simplifies the administration and configuration of WiFi terminals, particularly with regard to device security. Other benefits include the good coverage and high availability of the system.

### BUSINESS CONTINUITY GUARANTEED

Its activities in the health sector also oblige Transgene to have a reliable Business Continuity Plan (BCP) in place, alongside a methodology for emergency procedures. The company therefore opted to install its servers outside the main buildings at a cold site in the Strasbourg region, which offers better air-conditioning, energy supply and access security than the company can provide at its own premises. The offices are connected to this site via a redundant fibre optic network. With this new Alcatel-Lucent architecture, data security is maximized: in the event of a system failure, the BCP enables staff to continue working as normal by using the redundant system while an administrator resolves the failure in the main infrastructure.

### ANTICIPATING THE FUTURE

Another strong point of the architecture proposed by NextiraOne is its scalability. With the proven success of this single IP network, Transgene's IT department is now considering bringing together its future applications around this Alcatel-Lucent network – a long-term solution for the company. This would open up numerous options for the company, such as working on a site CCTV project, a project aimed at linking up with protection systems for independent workers and, in a more distant future, an electronic laboratory project or even a logistics project with mobile terminals and solutions.

“The fact that we are able to use Alcatel-Lucent solutions for all three batches is a major strong point for Transgene, which can now boast a standardized infrastructure in terms of administration, maintenance and also capabilities.”

**Frédéric Chachay, Consultant NextiraOne**

### ROLE OF BUSINESS PARTNER

A long-standing partner, NextiraOne has provided Transgene with the most reliable and suitable technologies in order to meet its twin objectives of improving usability and system standardization. Keen to meet every new requirement of its long-standing client as closely as possible, NextiraOne stood out from the competition through the professionalism of its proposal and the quality of the architecture it recommended.

### ABOUT NEXTIRAONE

With its headquarters in Paris, NextiraOne is the leader in integrated infrastructure solutions and services, ensuring efficient and reliable corporate communications. It works in close collaboration with its clients to deliver innovative solutions that bring measurable added value for companies, beyond the technology itself. It offers solutions integrating the best technologies from its partners, leaders in their respective markets, including Alcatel-Lucent, Cisco Systems, Genesys and Nortel.

