



Communication Solutions

***Ready for Take-off.***

**German MT Aerospace chooses  
ESTOS for Remote Call Control**

Combined solution from Microsoft, innovaphone  
and ESTOS paves way to new world of VoIP.



## ESTOS Case Study MT Aerospace



### Company Profile

Based in Augsburg in the south of Germany, MT Aerospace is one of the leading suppliers to the aerospace, aeronautics and defence industries. The company is also a reliable partner in the production of antennas and mechatronics systems. MT Aerospace has developed elements for carrier rockets, satellites and orbit transfer systems, and was also involved in the European ARIANE 5 carrier rocket project. The company currently employs approximately 600 staff.

### The Challenge

MT Aerospace recently decided to expand its corporate headquarters in Augsburg. Similarly, management also agreed to expand the existing ICT infrastructure to meet the increasing communication requirements. The aim is to optimise collaboration within teams, as well as with contractors and customers. In future, the entire organization will be able to benefit from innovative unified communications features, such as instant messaging, computer telephony integration, presence management, as well as web and video conferencing. To address this demand, management chose the Microsoft Office Communications Server 2007 R2 (OCS) as a unified communications platform. The essential proposition is that phone calls should still be processed by a highly accessible and scalable PBX system with dedicated end-devices, since most of the organisation – in particular, the production departments – was not equipped with PC workstations. An important condition was that all users must be able to use their phones, even in the case of malfunctioning PCs or locked user accounts. Finally, the MT Aerospace opted for a combined solution of Microsoft OCS, innovaphone IP6000 PBX and ESTOS CallControlGateway. The ESTOS product represents the link-up between the information technology infrastructure and the telecommunications world.

### The Solution

The ESTOS middleware enables remote call control functionality, which allows users to manage and control their desk phones with the Microsoft Office Communicator Client. With protocols such as SIP and uaCSTA, the OCS routes all information via the gateway to the specific telephone. The new solution provides presence information – such as “Busy in a call” – to all team members. This will offer efficiency-enhancing information, as to who is currently available, and by which communication medium (for instance, telephone, e-mail or chat) he/she can best be contacted. The ESTOS CallControlGateway also provides presence information about colleagues’ mobile devices. Currently, about 400 employees are benefitting from the combined solution offered by ESTOS, Microsoft and innovaphone. A roll-out is planned for further branches that can be easily connected with ESTOS MultiSite Technology.

“The ESTOS CallControlGateway allows us to use the complete performance of the Office Communicators together with the innovaphone PBX. This places us in the ideal position of benefitting from the availability and flexibility of the innovaphone PBX, while at the same time focussing on the new VoIP trend,” comments a technician responsible for implementing the new communications infrastructure.

### Technical Facts

#### PBX System:

- innovaphone IP6000

#### Middleware

- ESTOS CallControlGateway

#### IT-Infrastructure:

- Microsoft Office Communications Server 2007 (R2)

### Company Profile

#### Customer:

MT Aerospace AG

#### Location:

Augsburg , Germany

#### Members of Organization:

about 600

#### ESTOS Users:

400

#### Web:

[www.mt-aerospace.de](http://www.mt-aerospace.de)

### Contact

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