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estos has enabled us to offer our clients a solution that brings the confusion between existing, conventional TC and innovative, future-focused IT under control.

Christian Kern, Möller Telekommunikation Solingen GmbH, Technical Sales & Distributions

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The Company

Heute GmbH & Co. KG is one of the highest-profile manufacturers of shoe-polishing equipment, sole cleaning and cleaning systems for private and industrial applications. For more than 100 years, the company has been synonymous with unusual design and superlative product functionality which guarantee a long service life and performance in use. Heute GmbH is based in Solingen, operates two plants and employs around 30 people, achieving more than € 7,000,000 in annual turnover.

The Challenge

Heute GmbH wanted to advertise the technical expertise of its products and impressive functions within the company and to customers through more efficient communication and in future also impress customers in the telephony process. As a result, existing communication pathways had to be revised and solutions found for connecting processes and thereby reducing the input required by employees. Staff was to be able to access customer data across all platforms as quickly as possible and also be able to work together more efficiently.

Company Profile

Customer:

Heute GmbH & Co. KG

Location(s):

Solingen

Employees:

30, 15-20 workstations with estos software



The Solution

Heute GmbH, with support from Möller Telekommunikation, decided in favor of estos in order to improve its telephone-intensive processes. With its ProCall Enterprise, ProCall for Mac, ProCall Mobile, the MetaDirectory and the ECSTA series, estos was able to provide the ideal tools for implementing this project in as straightforward yet effective a manner as possible.

The MetaDirectory unifies and brings together distributed contact data within the company so that every employee has quick access to relevant data. Employees can now switch directly from the telephony process to the CRM database, which saves valuable time. With ProCall Enterprise, everyone has a standardized monitor that displays all key information such as colleagues' availability.

Appointments are displayed on an updated basis via the Microsoft Outlook calendar. Presence management, instant messaging and audio / video communication tangibly enhance internal communication. Thanks to ProCall Mobile, employees in the field have constant access to relevant contact details, even while they are on the move. Sales, purchasing and accounting can now communicate with each other perfectly at all times, which brings benefit especially for Heute GmbH's clients.



Project Data

Applications:

- ProCall Enterprise
- MetaDirectory
- ECSTA Serie

IT infrastructure:

- Outlook Exchange
- Timeline 10.0

TC system:

- Siemens HiPath 3000

ITC partner:

- Möller Telekommunikation Solingen GmbH