



Communication that works!

New communication solution that improves
the service level at Bayer

The chemical and medical group Bayer A/S in Denmark has invested in a complete communication solution from Philips. This solution combined with the newest software from Miralix ApS, provides the foundation for a smoothly company communication, which enhance the service level in all departments. Bayer is placed in Lyngby and has about 150 employees, who take great advantages of the communication solution from Philips and Miralix.

The solution is composed of the following elements:

- *Philips SOPHO @vance iSPBX*
- *Philips AEM-client*
- *Miralix 3000 server*
- *Miralix DND-robot*
- *2 x Philips SSV60E switchboard*
- *Philips Management@Net*
- *Miralix Email & Calendar*



About Bayer

Bayer A/S is a company with a yearly revenue of about DKK 1 billion. The operator handles between 800 and 1200 calls daily. It is therefore of a high importance that the telephony always works optimal.

The company has therefore chosen to invest in a telephone system from Philips Business Communications, who in co-operation with Miralix ApS has provided the best opportunities for efficient communication, both internally and for customers.

“For us it is all about giving the employees tools, which makes the daily life easier for them and thereby also our customers”, says managing director Ejvind Vestergaard Jensen. He is satisfied that the decision felt upon the well-known Philips equipment, with Miralix as the new player, when it was time for this new investment.

“We have had a well working teamwork with Philips Telecommunication in quite some years and it was also in co-operation with them that we made the decision to bring Miralix into the solution. A decision we have not regretted”, says Ejvind Vestergaard Jensen.



www.bayer.dk

PHILIPS

Great functionality for a small amount of money

Miralix is a software company, who is specialised in developing applications for integration of telephony and data. The solutions are specially designed for the customers' needs and furthermore very user-friendly and easy to connect to for example the telephone systems from Philips Business Communications.

"The best about the Miralix solution is, that it is very easy to open the telephone book from the criteria which you choose yourself," says Ejvind Vestergaard Jensen.

He emphasizes furthermore the Do Not Disturb application (Miralix DND-Robot), which is integrated with Bayer's calendar system. This application gives the individual employee the possibility to choose where the incoming calls shall be diverted to, for example the operator or the mobile phone. It works as soon as the employee has set up a meeting in the calendar. In that way the employee makes sure that the phone does not ring without anyone answering it. For the employee it became very quickly a routine to divert the phone. "We can all do the rearrangements of our phones in our sleep now and it takes no time to train new users", says Ejvind Vestergaard Jensen

Compared with other solutions on the market, the price level of the Miralix solution is quite moderate, which also played an important factor in the considerations of Bayer. Ejvind Vestergaard Jensen points out that the price is always of importance in the considerations when making new investments and *"when you furthermore can obtain great functionality for a relatively small amount of money, then it is going to be really fun."*

Stability makes the difference

When Bayer only wants to have Philips Business Communications as supplier of telephony in the future, is it because of the functionality and also the quality, which Philips Business Communications guarantee. *"In connection with Philips Telecommunication it is important that the customer always receives a professional guidance no matter who you talk to. The engineers are familiar with the environment at Bayer. That means a great deal."* Says Ejvind Vestergaard Jensen among other things. If a problem with the system occurs, Philips Business Communications furthermore has a very quick response time. Through a modem there is a possibility to fix faults- at any time of the day. This provides stability and confidence for a large company like Bayer, because they do not have to worry about the operation of the telephone system.

Stability is of extreme importance for Bayer and Philips Business Communications is a supplier who fulfils those demands. In a way of speaking the communication solution is secured for the future and furthermore gives the possibility of connecting different products together in the solution.

A professional solution

All things considered the integration between Philips telephone system, the Miralix applications and the calendar- and mail platform works perfectly, says Ejvind Vestergaard Jensen. Smiling, he adds *that some of the applications are so user-friendly, that we want to play with them.*

Through supplementary applications to the SysManager (AEM = Automatically Entered Message) Philips gives furthermore the individual user the opportunity to close one's phone from any computer in the company. A message is then automatically send to the operator.

"Then you do not necessarily have to go back to your working place, but you can just ask a colleague to close your phone". - "This is a professional solution!"

About Miralix ApS

Miralix develops software for the integration of telephony and data, with the consideration to make the working process easier and improves the efficiency level in the company.

Miralix is formed out of NW Gruppen A/S, which is placed in Vejle in Denmark. NW Gruppen A/S has a great knowledge and experience in designing communication solutions that are future- and quality proof.



www.miralix.com

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