



PROPHETE

Deploying a state-of-the-art contact center and communications infrastructure

“PROPHETE is at the forefront of product innovation and customer service. To keep it that way, our infrastructure must be able to support us efficiently and effectively.”

Thomas Myller
Project Manager ICT Infrastructure

MARKET: MANUFACTURING
DEAL IMPLEMENTED: DECEMBER 2016

REGION: GERMANY
NUMBER OF USERS: 500

COMPANY:
PROPHETE GMBH U. CO. KG



Headquartered in Rheda-Wiedenbrück, PROPHETE has produced and sold bicycles and bicycle accessories since 1908. The owner-managed family business builds high-quality and affordable bicycles, including children's bikes, city bikes, trekking bikes and mountain bikes. It is one of Germany's largest manufacturers of e-bikes. The bicycles are marketed via department stores, DIY stores, discount stores, and online retailers throughout Germany and Europe under two principal brands: PROPHETE and REX.

CHALLENGES

As a driving force of innovation in the cycling world, PROPHETE works to ensure its business infrastructure is always at the cutting edge of technology.

New high-end assembly workplaces and the introduction of a monitor-guided repair system in the bicycle repair shop in 2016 dramatically increased the bandwidth demand on the network.

Furthermore, PROPHETE wanted to modernize and enhance the enterprise telephony system and expand WLAN coverage to facilitate communications across multiple sites, including Rheda-Wiedenbrück, Oldenburg, Memmingen.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server
Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch
Alcatel-Lucent OmniAccess AP205 wireless access point
Alcatel-Lucent OmniAccess® Wireless LAN 4010 controller
Alcatel-Lucent OmniVista® 8770 Network Management System
Alcatel-Lucent 4059 IP Attendant Console
Alcatel-Lucent Visual Automated Attendant

WHAT MADE THE DIFFERENCE?

PROPHETE has a successful and longstanding relationship with Nachrichtentechnik Bielefeld GmbH (NTB), an established ALE business partner, and for the last 14 years has entrusted the company with the planning and implementation of its networks and communications systems.

Benefits

> TECHNICAL

The new infrastructure supports PROPHETE's bandwidth requirements while delivering superior network reliability.

IT operations, network management, and configuration are simplified through the OmniVista 8770 centralized platform that provides added visibility.

OmniAccess WLAN Controllers and Access Points have been upgraded to the latest technology to provide wider and more reliable wireless coverage.

> FINANCIAL

The future-proof solution assists PROPHETE in remaining an innovative market leader, today and tomorrow.

Increasing the reachability of the call center and supporting statistical evaluation of all call center activities means better service and satisfied customers.

> USER EXPERIENCE

The new ALE network provides enhanced mobile connectivity for all PROPHETE employees, from the high-end assembly workplace to the customer service center.

The converged voice and data solution and customer service solution support the call center and ensure prompt customer service for callers.

Employee productivity is enhanced thanks to greater mobility and simplified processes like the ability to login on the wired or wireless network with the same credentials.

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