Polycom® Video and Microsoft® Lync™ Streamline Communications and Collaboration at FLSmidth

Industry
Manufacturing / Engineering

Daily Use
- Team collaboration
- Corporate communications
- Partner communications and collaboration
- Project management
- Executive team meetings
- HR interviews
- Cross-functional meetings

Solution
A seamless Polycom and Microsoft unified communications and collaboration solution makes the FLSmidth team of 15,000 more productive through easy face-to-face collaboration.

Results and Benefits
- Facilitate collaboration across global teams
- Reduce travel costs
- Improve communications
- Develop stronger relationships with partners

![FLSmidth logo]

Overview

FLSmidth is a global engineering company that supplies the cement and minerals industries with everything from single machines and complete processing plants to engineering, maintenance, support, and operations services for processing facilities. With a focus on minerals such as cement, coal, copper, gold, iron, and phosphate, FLSmidth is a single-source provider of products, solutions and services. Headquartered in Copenhagen, Denmark, with project and technology centers in India, Germany, and the U.S., FLSmidth has 15,000 employees and local offices in over 50 countries.

Streamlining Collaboration

FLSmidth's strategic use of Polycom® video solutions for the past 10 years has streamlined communications and collaborations throughout the company. As the technology has evolved, employees' use of video communication has correspondingly grown. Today, over 100 Polycom® HDX® room telepresence solutions serve a range of use cases from staff and executive meetings and HR interviews, to training and production updates.

Polycom certified partner Solutors designed and deployed the video network and infrastructure on the foundation of Polycom® RealPresence® Platform software. Specific RealPresence Platform components deployed by Solutors include, Polycom® Converged Management Application™ (CMA®), Polycom® RealPresence® Collaboration Server (RMX®), and Polycom® Video Border Proxy™(VBP®) for state-of-the-art firewall traversal and security.

The RealPresence Platform is natively integrated with Microsoft® Lync™ Server 2010. Torben Nordling, IT Project Manager explains the company's reasons for selecting Polycom and Microsoft: "We had three main criteria for selecting our unified communications and collaboration platform: ease of use, high quality of image and sound, and a complete product range to adapt to all our needs and use cases. Together, Polycom and Microsoft together deliver a complete, standards-based, end-to-end UC&C solution which exceeds our expectations."

The Polycom and Microsoft solution has improved FLSmidth's operational efficiency while reducing the costs and time involved in domestic and international travel. For example, the Board of directors meet regularly via video. As members are based in Salt Lake City USA, Valby Denmark, Wadgassen Germany, and Chennai India, these regular video meetings allow them to make quicker decisions and improve process. For the Board Members the time saving aspects, and the productivity improvement is of most value.

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Torben Nordling, IT Project Manager – Implementation & Operations

Polycom collaboration solutions have proven popular with all users, resulting in widespread adoption across sales, HR, and IT, facilitating the collaboration of these global teams. The company created virtual meetings rooms to simplify the scheduling of regular meetings, with a booking tool integrated into Outlook.

Solutors managed the integration of Microsoft Lync with the Polycom infrastructure. Together, Polycom and Microsoft truly unify communications across work environments—on the go, home and work offices, conference rooms. With the combination of Lync and RealPresence, employees can launch video collaboration sessions easily and intuitively from within familiar interfaces and normal workflows. They simply click a name on their Lync contact list to securely collaborate face-to-face via Polycom video on their desktop or in a conference room-based system. The combination gives employees greater flexibility and a seamless UC solution for voice, video, conferencing and collaboration, from anywhere, anytime.

Thanks to the firewall traversal and security capabilities of the Polycom VBP, FLSmidth can safely have video meetings with partners outside of the secure company network. This is very important for the Operations and Maintenance department who is holding frequent video meetings with contractors in Egypt, Tunisia and Nigeria. "A video meeting increases trust and helps build stronger partnerships with our customers and partners," says Nordling. "Being able to do business face-to-face develops the human connections."

Learn More

To find out how Polycom solutions can help your organisation, visit us at www.polycom.co.uk or speak with a Polycom Account Representative on +44 (0)1753 723 282.

About Polycom

Polycom is the global leader in open standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence® Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, specialists, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best total cost of ownership, interoperability, scalability, and security for video collaboration, whether on-premises, hosted, or cloud-delivered. Visit www.polycom.com or connect with Polycom on Twitter, Facebook, and LinkedIn.

Partner

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Implemented solutions

Voice Solutions
- Polycom® SoundStation IP 7000 Advanced IP conference phone

Video terminals
- Polycom® HDX® 7000 Room telepresence solution
- Polycom® HDX® 8000 Room telepresence solution

Infrastructure
- Polycom® RealPresence® Collaboration Server (RMX 2000)
- Polycom® RealPresence® Resource Manager (CMA 4000)
- Polycom® Video Border Proxy ™ (VBP™ 5300)
- Microsoft® Lync™ Server 2010

Lync

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