

L'OCCITANE EN PROVENCE

Industry

Warehousing

Daily Use

- Find an in-building wireless communications solution compatible with Microsoft Lync
- To be able to adapt to a new and expanded area
- To maintain mobile connectivity, and productivity as a result

Solution

- The Spectralink DECT solution is best suited to the needs of L'Occitane Group
- The solution integrates seamlessly with Microsoft Lync

Results and Benefits

- Mobility for all employees working in the warehouses, which improves productivity
- Solution soon to be deployed on another site in the Ardèche region of France with a hundred DECT handsets
- The Spectralink solution also allowed L'Occitane Group to cut costs, although this was an unexpected benefit of the project

L'Occitane Group Extends Spectralink Wireless Solution to New Buildings and Increases Employee Productivity

Organization Description

The L'OCCITANE Group is a global, natural and organic ingredient-based cosmetics and well-being products manufacturer and retailer with strong regional roots in Provence, France. The Group has four brands (L'OCCITANE en Provence, Melvita, Le Couvent des Minimes and Erborian) in its portfolio. It is committed to developing and retailing high quality products that are rich in natural and organic ingredients of traceable origins and respect the environment.

The Challenge

L'Occitane's main production building is located in an industrial area of Saint-Maurice in Manosque. In June 2012 it added a new research center creating an additional area of 937 m². The actual expansion of the production surface replaced a number of parking spaces with an area of approximately 10,000 m².

The group also decided to build another building of 6,000 m² located in the border area of Technopark Grandes Terres in Manosque, following the merger of two production companies: L'Occitane en Provence and Melvita (acquired by the group in 2009) in order to have a single platform: Laboratoires M&L. It is dedicated to Development, Marketing and Products, as well as Logistics.

The L'Occitane Group was using an Alcatel PBX. In 2007, when it began to deploy the Microsoft Office Communication Server 2007 solution globally, which included a telephony system, it encountered an integration issue with regards to the DECT wireless solution.

L'Occitane had already deployed the Spectralink DECT solution in the existing main building, but on a smaller scale. The group therefore sought a new solution for mobility for the extension, but also for the new building. The solution also had to be compatible with its unified communications platform, Microsoft® Lync.™ It decided to work with Exaprobe, a Spectralink integrator and specialist in information systems and communications solutions.

Stephen Roux, Infrastructure Manager at L'Occitane Group, "Exaprobe provided good advice on the solution in the sense that Spectralink is the only provider that has terminals compatible with Microsoft Lync. Also, the additional investment was limited."

The Solution

It was during the first half of 2012 that L'Occitane Group contacted Spectralink to find a solution to its problem.

In order to give 200 employees of Laboratoires M&L based in the new building a mobile communications solution, and to extend the system already deployed in the existing enlarged site, L'Occitane Group decided that the Spectralink solution was the best fit for its needs.

“The Spectralink solution matched our needs perfectly, the terminals have a good range, it is a solution that is evolving and one that we intend to deploy soon on other sites...”

— Stephen Roux, Infrastructure Manager, L’Occitane Group

The system includes 114 Spectralink IP-DECT base stations, 4 Spectralink wireless servers, 2 Media Resources and several different Spectralink DECT handsets, such as the Spectralink Butterfly. This telephony equipment is dedicated to voice and completely secure. The DECT terminals deliver the best network coverage and voice quality as well as QoS (Quality of Service), which prioritizes voice quality. Compatible with Microsoft Lync, the Spectralink solution was installed internally by L’Occitane’s own team.

Thierry Moreaud at Spectralink integrator Exaprobe, said, “The customer has a lot of expertise and is very independent. We act as consultants and help to maintain their infrastructure.”

The Results

Employees can now work easily with a broad mobile range as they move from one warehouse to another, or in the same warehouse move from one stock point to another, without losing connectivity with colleagues and external calls. Both warehouses are very large – no matter where they are, employees now have access to calls and are connected without interruption. This advantage allows them to increase their productivity.

Stephen Roux added: “The Spectralink solution matched our needs perfectly, the terminals have a good range, it is a solution that is evolving and one that we intend to deploy soon on other sites, such as in Lagorce, in the Ardeche region.”

In addition, some DECT handset models are being reviewed for potential use by security guards. Spectralink offers handset models that include Spectralink SAFE, which are able to trigger an alert when they fall (lying position), which is useful for security guards and other staff who work at night or are isolated.

To find out how Spectralink can help your organization, visit us at spectralink.com or speak with a Spectralink Account Representative.

About Spectralink

Spectralink, a global leader in wireless solutions, solves the everyday problems of mobile workers through technology, innovation and integration that enable them to do their jobs better. By constantly listening to how customers move through their workdays, Spectralink is able to develop reliable, enterprise-grade voice and data solutions and deliver them through a powerful, durable device.



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