

High Tech & Electronics



PHILIPS

Quote

Klaus Heinz has this to say about the TOPCALL system: "The TOPCALL is very reliable, very economical, and it runs perfectly - while requiring very little to operate. Another advantage is its secure future here.

At least 3,000 people within our organization have learned how to use the system; TOPCALL is definitely here to stay. For us, TOPCALL lets us work toward the future with what we have now".

PHILIPS Communications & Processing Services GmbH is a company of the PHILIPS Group. PHILIPS C&P in Hamburg, Nuremberg and Fürth provides communications systems and support for all German PHILIPS companies within its sector.

Challenge

The PHILIPS Group was looking into the potential of e-mail as early as 1985, when it began introducing Verimation's e-mail system, MEMO, within its organization. PHILIPS' major consideration was not, as one might expect, to save money, but rather to be able to deal with the expanding information requirements of the future. This turned out to be good thinking. E-mail not only replaced PHILIPS internal letter traffic, but also intensified the flow of information. Klaus Heinz reports that 65,000 mailboxes at PHILIPS can communicate with one another.

Solution

Mr. Heinz found out about TOPCALL and its sales and support partner DATATECHNIK. PHILIPS adopted the Communication Server for fax and telex integration with links to e-mail.

Result

In Germany this has enabled 6,000 PHILIPS employees to receive telex messages, and another 3,000 workplaces have been equipped with faxing capabilities.

The TOPCALL server in Hamburg sends out 9,000 to 12,000 faxes a month. Employees are impressed with this method of onscreen faxing; they especially appreciate the high resolution of TOPCALL faxes.

PHILIPS, as many companies today, has elected to go with a distributed system. With the integration of e-mail, users will have the full functionality of TOPCALL faxing. In the near future, incoming faxes will go directly to user screens.