

Deutsche Post ITSolutions GmbH

Trouble-Free Telephony for Teams with 40 Persons and More

IP Access

WLAN

ITC

VoIP

Deutsche Post  World Net

MAIL EXPRESS LOGISTICS FINANCE



The IT and Logistics Experts of Deutsche Post Confide in Funkwerk Enterprise Communications (FEC) and the Certified Contact Center Professionals of Voxtron.

Modern companies require customized IT solutions with top security, performance, and compatibility. As the central partner for all business and IT activities of the company group Deutsche Post World Net, Deutsche Post ITSolutions GmbH can resort to a comprehensive, long-term know-how of the processes, organizations, and technologies of its customers in the logistics industry.

As an independent IT service provider, the company implements innovative logistics IT solutions. Due to its integrated scope of performance ranging from consulting to implementation, it plays a principal role in providing added value to its customers.

As an IT professional, Deutsche Post ITSolutions GmbH offers its customers first-class technical support at a central, international 24h helpdesk. Here, Deutsche Post ITSolutions GmbH confides in Funkwerk Enterprise Communications (FEC) and Voxtron.

Telephony for Teams with
40 Persons and More

Reliability as the Core Component

Not without reason does DP ITSolutions GmbH confide in the competence of FEC and Voxtron at one of its most important operative sites. In addition to features, such as conferencing, call forwarding, and the comprehensive team functions, the major cause why DP ITSolutions GmbH opted for Funkwerk telecommunications systems consists in the professional and smooth cooperation and partnership of the two vendors.



elmeg ICT880

The elmeg ICT 880 and the Voxtron agenTel Contact Center certified for this PBX are the pivotal components of the 24h

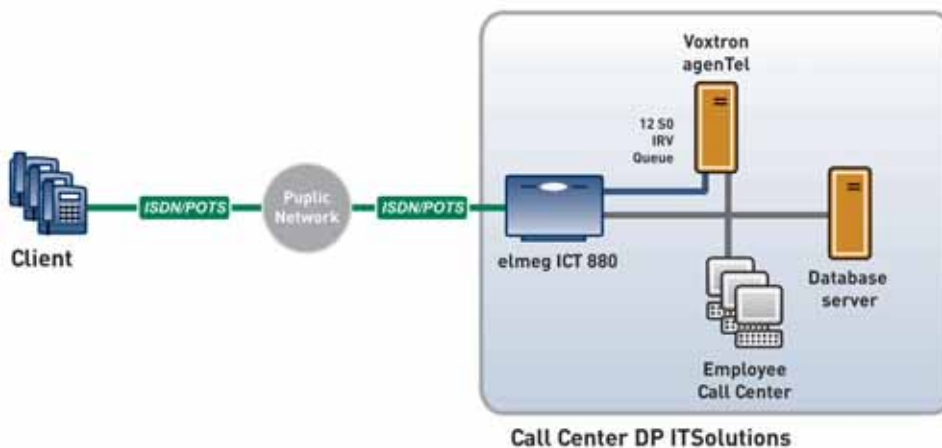
helpdesk of ITSolutions GmbH.

An excellent and comprehensive training offer for vendors enables the systems vendor CTM-Com to operate, maintain, and support the complete system and made it possible to



gain DP ITSolutions GmbH as a long-term customer. The investment protection and the simple configuration also played a role in the evaluation of appropriate call centers and the telecommunications infrastructure of Deutsche Post ITSolutions GmbH. The PBXs of the elmeg ICT series constitute an open system which is based on the standard interfaces used by the Voxtron Contact Center agenTel.

"...today, we are the only subsidiary of the company group which does not depend on a third-party, commercial service provider for configuration changes of the PBX and the ACD management. This tightrope walk is only possible with the unrestricted support by both providers (note of the editor: FEC and Voxtron), as well as the first-class and competent support by the company CTM-COM," says Achim Krahe, Incident Manager of Deutsche Post World Net IT Solutions.



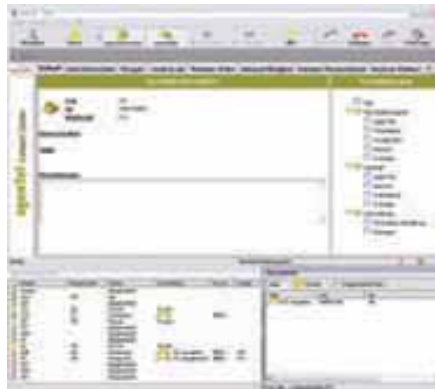
Ready for VoIP

With the flagship among the Funkwerk telecommunications units, the elmeg ICT880, FEC takes another vital step in the direction towards ICT convergence. The modular system concept of these new units permits a flexible extension up to VoIP and the option to connect certified applications, e.g. agenTel of Voxtron.

"The open system of the Funkwerk PBXs does not only make them the ideal telecommunications systems for Funkwerk partners, but also for application vendors, such as Voxtron, to develop new applications on them. The individual extension options moreover offer the customer long-term investment protection," states Michael Bäcker, Sales Director of Voxtron.

agenTel strategically controls the communication within the company-

independent of the industry, size, and medium. According to the topic and priority, calls, faxes, and e-mails are forwarded to the employees with the required know-how and capacities. Automated services, such as announcements and switching functions, save resources and are available 24 hours a day. Logging, statistics, and wallboards make the strategic success and the efficiency of the communication measurable and secure it.



Voxtron agenTel

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FEC Certification



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