Unified Messaging Improves Communications at Vienna International Airport

Microsoft® Exchange Server 2007 and Dialogic® Media Gateways Enable New Messaging System

Microsoft

Microsoft Exchange Server 2007

Vienna International Airport

Case Summary

Challenge
Vienna International Airport (VIE), one of the busiest in Europe, wanted to provide robust and secure unified messaging on 600 voice mailboxes using its legacy phone system. VIE also wanted to add mobile access and enable control of major Microsoft® Outlook® functions via the telephone.

Solution
By moving to Microsoft® Exchange Server 2007 with Unified Messaging and using the Dialogic® 2000 Media Gateway Series to enable the connection between IP functionality and the airport's legacy phone equipment, VIE was able to successfully deploy a unified messaging system on 600 mailboxes with all the required new functionality.

Challenge

A total of 600 online mailboxes are in use at Vienna International Airport (VIE). Until early September 2006, these mailboxes were administered by Microsoft® Exchange Server 2003. Because VIE is always eager to use the latest technology to make airport operations more efficient and user-friendly, VIE management wanted to provide the latest robust and secure unified messaging improvements to its staff while continuing to use its legacy phone system. VIE also wanted to add mobile access and enable control of major Microsoft® Outlook® functions via the telephone. Linking VIE's legacy phone system with the new IP application environment was an important challenge in accomplishing VIE's goals.

Solution

Since July 2006, Microsoft Consulting Services has been carefully migrating VIE's online mailboxes to the new Microsoft®

Exchange Server 2007 for Unified Messaging in a Rapid Deployment Program (RDP). You can read the details of this highly successful project at the Microsoft Austrian Partner Portal.

The linkage of Microsoft Exchange Server 2007 to VIE's legacy telephone system, which is essential for Unified Messaging applications to work correctly, was carried out in close cooperation with Bressner Technology GmbH. As an official Microsoft Unified Messaging Specialist for Unified Communications products, Bressner selected gateways from the Microsoft-qualified Dialogic® 2000 Media Gateway Series (DMG2000 gateways) for the linkage. Bressner's excellent analysis of VIE's legacy telephone system infrastructure and its thorough knowledge of both the DMG2000 gateways and Microsoft Exchange Server 2007 allowed Bressner to complete the IP interface to VIE's Siemens Hicom PBX system in just a few hours.

Dialogic

After the rapid and easy installation and configuration of the gateways, Josef Bressner, Managing Director at Bressner Technology GmbH, praised Dialogic:

> We have been working as a channel partner with Dialogic for a long time. For the Vienna Airport project, we selected DMG2000 gateways because of the high quality of Dialogic's products in the past. The gateways fit perfectly into the system and met all the customer's requirements. Installation and configuration were easy, and we know from past experience that Dialogic will be ready to help us if we ever need an upgrade or any other type of support.

Dialogic provides a complete line of turnkey appliance gateways and integrated systems that support from 8 to 120 channels of Unified Communications and interconnect leading PBXs, T1/E1, and BRI to IP systems. The Dialogic website also has information about how the gateways work with Microsoft Exchange Server 2007 and Microsoft Office Communications Server 2007.

Results

Unified Messaging using Microsoft Exchange Server 2007 and DMG2000 gateways has now been successfully deployed at VIE. The new messaging system enables airport operations to run more smoothly and allows VIE's management and staff to save time and do the important work of running one of Europe's busiest airports more easily.

About Flughafen Wien AG

Flughafen Wien AG operates Vienna International Airport (VIE), Austria's largest airport and one of the busiest in Europe with more than 3700 employees. For more information, visit http://www.viennaairport.com.

About Bressner Technology GmbH

Bressner Technology GmbH is a Microsoft Certified Partner, member of the Microsoft Unified Messaging Partner Advisory Group (UM PAG), and official Microsoft Unified Messaging Specialist for new Unified Communications products such as Microsoft Exchange Server 2007 and Microsoft Office Communications Server 2007 (scheduled for release in Fall 2007). Bressner — headquartered in Groebenzell near Munich, Germany — has been working in the telecommunications, computer telephony, and unified messaging area for more than a decade. Due to its expertise in telecom and IT infrastructure and its important role as official Dialogic Value Added Distributor, Bressner has a clear focus on PBX interconnection and consulting when working with Microsoft and its partners on various international Unified Communications projects. For more information, visit http://www.bressner.de.

Bressner Technology GmbH is an official Microsoft Unified Messaging Specialist for Microsoft Exchange Server 2007. For more information, visit http://www.bressner.de.

About Dialogic

Dialogic Corporation is a leading provider of open systems platforms to both the Enterprise and Service Provider markets. Dialogic's platforms enable converged communications, allowing service providers, developers, and system integrators to deliver services, content, and applications using multimedia processing and signaling technologies.

Headquartered in Montreal, Canada, Dialogic and its subsidiaries have over twenty offices worldwide, providing local presence, knowledge, and support to serve its customers around the globe. Dialogic's research and development centers are located in Parsippany, New Jersey; Buffalo, New York; London, England; Dublin, Ireland; and Stuttgart, Germany as well as Montreal.

Information about Dialogic is available at www.dialogic.com.

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