Rockwell Automation

LiteScape

Rockwell Automation Deploys LiteScape OnCast to Unify their Corporate Directories and Broadcast to Multiple Devices and Locations

Who: Rockwell Automation: a leading developer of industrial automation control which help manufacturers succeed and grow. Rockwell manufactures stand-alone, industrial components to enterprise-wide integrated systems for a wide range of industries and in demanding manufacturing environments. Their global capabilities extend across 80 countries and include a Partner Network of more than 5,600 regional and global specialists in distribution, system integration, and product referencing.

The Problem: Rockwell Automation needed a way to streamline the cumbersome process of accessing their corporate directories. They needed to access their DCD directories from multiple cluster integration and to dial within clusters. Rockwell also needed phone to phone paging without overhead speakers and multicast paging capabilities.

The Solution: Rockwell Automation deployed LiteScape OnCast to give them unified directory access from IP phones, so that Rockwell employees can now: 1)Have access to DCD directories from multiple clusters 2)Page within clusters 3)Dial within clusters 4)Have Unified Directory Access 5)Utilize phone to phone and multicast paging without overhead speakers

Customer	The Problem	The Solution	The Result
Rockwell Automation: a leading developer of industrial components for a wide range of industries and manufacturing environments.	Rockwell Automation needed unified directory access to easily look-up and dial contacts across their North America and Latin America offices. They also need to replace their existing legacy Paging system.	Rockwell Automation deployed LiteScape OnCast to have unified directory access from IP phones, enabling Rockwell employees to dial and page across multiple clusters and multiple locations.	Rockwell Automation has streamlined their internal communications within their regional sales offices for increased employee productivity. Moreover, Rockwell has acquired paging functionality without an overhead speaker investment.

Manufacturing Giant Streamlines Communications with LiteScape

Manufacturing leader Rockwell Automation needed its employees to have easy access to corporate directories so employees in their North America offices could easily communicate with employees in Latin America. They also needed to replace their legacy paging system with paging capabilities through IP Phones. In North America, Rockwell has 35 locations with over 1000 Cisco phones with 5 digit dial plans, and in Latin America, 12 locations with over 500 Cisco phones with 5 digit dial plans. Rockwell's setup includes 2 Cisco CallManager clusters in Milwaukee, WI, and Cleveland, OH, servicing North and Latin Americas. Thus, easily locating and dialing another Rockwell employee was virtually impossible. Moreover, Rockwell was dependent on an outdated paging system which was both disruptive and inefficient.

Rockwell, therefore, deployed LiteScape Oncast, which allowed them to unify their corporate directories to dial and page cross multiple clusters and multiple locations. OnCast bridges the gap between corporate data, collaboration tools, desktop PCs, and IP phones to create a seamless communications experience. The power of OnCast lies in its ability to integrate organizations' communications infrastructures with a range of critical business applications including Microsoft Active Directory, Microsoft Outlook/Exchange, IBM Lotus Notes, Salesforce.com, and WebEx.

> **"Employees in Latin America were sending one another emails to obtain phone numbers in order to get contact information to call fellow employees within the LA Region. OnCast unified directory services has streamlined this process and helped boost employee productivity."**
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> **— John Miller, IT Manager, Rockwell Automation**

Now, thanks to OnCast, Rockwell employees can efficiently locate and communicate with each other across regional sales offices and North and Latin Americas. Employees are more productive, resulting in a tangible ROI while doing little to change their IT infrastructure. Moreover, Rockwell can utilize paging within clusters and multicast paging while saving costs in an overhead speaker investment. OnCast is helping Rockwell maximize their communications efficiency within and across sites, so they can easily execute global business.