



# SIEMENS

*Siemens chose Intrinsyc's J-Integra solution to provide bridging capabilities to its premiere Call Center solution.*

## Company Background

**Siemens Information and Communication Networks Group (ICN)** is a leading provider of integrated voice and data networks for enterprises, carriers, and service providers. The Company's comprehensive portfolio comprises IP-based convergence solutions and a full range of products for broadband access, optical transport networks, and integration.

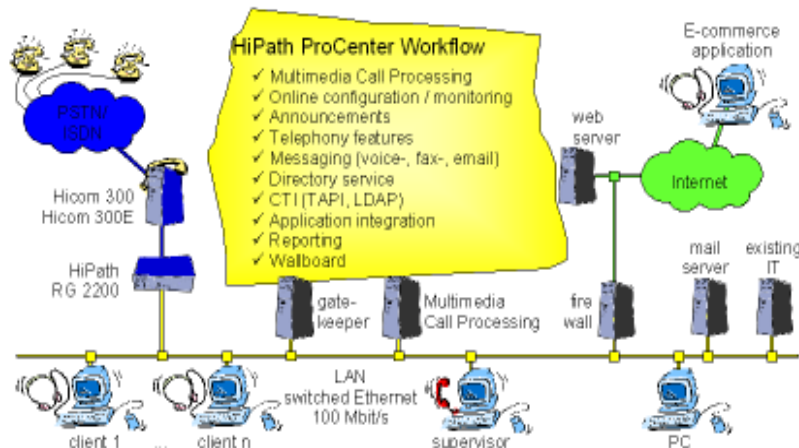
The Siemens Group provides complete solutions from a single source for the infrastructure of the Next Generation Internet. In fiscal 2000, the Information and Communication Networks Group posted sales of 11.4 billion euro, and employed nearly 53,000 people worldwide.

### Problem

The evolution of multiple operating systems has made it difficult for companies to access valuable information stored in different formats. Siemens experienced this problem when their HiPath ProCenter Suite tried to access customer information stored in databases from their COM-based interfaces.

To solve the problem, Siemens required a solution that would integrate their databases with their COM-based customer interfaces. Not only did the solution have to be economical, but it also needed to be flexible and have the capability to be implemented in record time.

Featuring a multi-channel routing platform, integrated reporting and CTI-enabled desktop applications for every user in the contact center, the HiPath ProCenter Suite is sold to diverse corporations around the globe. The diagram below is a depiction of the system's workflow architecture.



### QUICK TAKE

#### Problem

To enhance Siemens HiPath ProCenter Suite, the Company required a solution that would integrate their databases with their COM-based customer interfaces. The solution had to be economical and flexible.

#### Solution

In a matter of weeks, Siemens Information and Communication Networks Group incorporated a highly flexible bridging technology into its premiere contact center solution — HiPath ProCenter Suite.

#### Benefits

- Eliminated internal development time
- Solved integration problems easily and flexibly
- Increased customer service levels

**“J-Integra helped Siemens deliver a solution with cross-platform bridging technology. The winner will be Siemens Call Center customers, who will ultimately be able to enhance their service levels, increase retention rates and optimize costs,”** - Damian Mehers, Senior Software Developer, Intrinsyc.

### **Intrinsyc Solution**

To solve Siemens problem, Intrinsyc provided J-Integra enterprise bridging technology – the only pure Java DCOM implementation on the market that bridges the compatibility gap between Java and Windows operating systems.

The solution allowed Siemens to integrate the worlds of COM and Java, enabling their call center representatives to work in one environment, yet access information in a different environment. J-Integra also seamlessly met their requirements for around-the-clock availability without any problems.

“Siemens achieved its goal of Java to COM communications with much less effort than expected. The ease of implementation and competitive edge J-Integra lent to HiPath ProCenter Suite certainly reinforced the Company’s decision to go with Intrinsyc,” - Marco Duetsch, Product Manager, Siemens Information and Communication Networks Group.

### **Benefits**

With Intrinsyc’s J-Integra solution, Siemens eliminated the internal development costs associated with developing their own proprietary bridging solution. In a matter of weeks, the Company had a highly flexible, cross-platform bridging technology incorporated into its HiPath ProCenter Suite.

The J-Integra solution was transparent, required no code modification, and preserved Siemens’ initial investment



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