# ⬤ Circuit

# Siemens AG relies on Atos' Circuit

The global communications service for more than 350,000 employees

**SIEMENS**

**Atos**

Following one of the world's largest rollouts of a collaboration solution, Siemens AG now has an end-to-end communications infrastructure for more than 350,000 employees throughout the company. Circuit from Atos replaces the previous UC solutions and combines messaging, audio and video conferencing, and screen sharing in a single, intuitive application.

"We can look back on a long and successful business relationship with Atos, and so we knew that Atos has the right solutions and the know-how to create and implement an end-to-end communications concept".
Dr. Helmuth Ludwig, CIO at Siemens AG.

## Communication from a single source for the global company

Innovative business models, high-quality products, and a future-proof state-of-the-art IT and communications infrastructure are crucial factors in the success of a group this size. Siemens AG chose the cloud-based communications and collaboration application Circuit to replace its existing outdated unified communications (UC) infrastructure. It is the technological core of the long-term joint project.

## Crucial factors: agility and freedom

Siemens AG's diverse business and product portfolio meant that the new communications concept had to meet many requirements. The common thread was a high degree of scalability and flexibility in integrating further applications and interfaces in the Circuit API. Further functional and technical requirements included quick and easy integration of Circuit in the company's existing infrastructure. That "enterprise readiness" was proved by Atos in a multi-stage tender process. Thanks to its zero-footprint strategy, Circuit dovetailed seamlessly into the existing software and hardware landscape and the company's processes. Backed by an agile and cooperative product development process and the enormous scalability of the solution, Circuit impressively demonstrated its capabilities during the proof of concept. Its cloud-based infrastructure supports communication sessions with video, audio and screen sharing for up to 1,000 concurrent users.

Siemens AG then conducted stress tests to prove maximum scaling capacities. As a major global company, its requirements in this regard were particularly high. The application successfully withstood the stress tests with up to 350,000 simulated users. The user interface proved to be very intuitive for the largest possible number of users. After the stress tests and likewise successful global live testing with 15,000 users, Siemens AG gradually rolled out the Circuit-based communications infrastructure for its 350,000 employees worldwide in 2017.

Atos' private cloud network ensures high scalability and security. Multiple data center implementations handling data and communication traffic are the backbone of the cloud-based infrastructure. They are located strategically all over the world to guarantee ideal availability as well as call quality, and back up important data redundantly. Global client rollout was accomplished in just six weeks thanks to smart project management, conscientious testing and continuous knowledge sharing within a joint Atos and Siemens project team. Circuit at Siemens is the world's largest rollout of a collaboration solution to date.

"The flexibility of the solution and the open design ultimately led to the decision to modernize the entire communication structure of Siemens AG with the help of Circuit", states Rainer Karcher, Service CEO Realtime Communication, IT Infrastructure Services at Siemens AG.

## Circuit replaces stand-alone solutions

Based on the open communications standard WebRTC, Circuit gives Siemens AG the flexibility it needs to establish an open communications infrastructure which can be used internationally, allows integration in new enterprise applications with minimum effort and ensures efficient communication in existing and new business models. A crucial aspect of that is bringing together all the strands of communication in a single application. Instead of separate solutions for chat, telephone and video conferencing, as well as screen and file sharing, Circuit combines all these functionalities in a single user interface. The interface design is intuitive to use and consistent across devices – whether a smartphone, tablet, laptop or desktop workstation. That means users can always find their way around and all important contacts, information and files are immediately available to all authorized team members. Conferences started on a smartphone can be seamlessly continued at the desk using a headset and the threads of chats with colleagues can be searched in a simple and context-sensitive way – which saves time, money and energy.

## Collaboration anytime, anywhere

A standardized communications infrastructure makes it easier to integrate new employees in the corporate ecosystem and fosters collaboration between teams across countries, time zones and oceans. Thus, it meets a vital requirement from Siemens' divisions, which rely on international

cooperation to supply their customers and partners with the best-possible products and services. For instance, Circuit's file sharing capability now plays a key role at Siemens AG: Employees share a volume of data of more than 1.8 terabytes – every day. Users send 1.2 million messages per day, proving Circuit's usage beyond conferencing. Circuit offers many features, including support of Syncplicity file sharing, existing PBX environments and Unify's Circuit Meeting Room solution.

"The steadily increasing satisfaction of our colleagues and the feedback that we receive each month via standardized, worldwide satisfaction surveys clearly shows what the key figures for Circuit suggest. Circuit facilitates cooperation, brings globally distributed teams closer together and enables a comfortable interaction between work and everyday life", states Rainer Karcher, Service CEO Realtime Collaboration, IT Infrastructure Services at Siemens AG.

Modern communication must also be mobile. Circuit already has over 75.000 mobile users a day in Siemens' company network. The Siemens "One Phone" initiative aims to increase this number further, reducing the number of users with fixed-line telephony.

Even after Circuit has been rolled out, the Siemens user community still actively shapes the way they communicate: Users can post feedback and suggestions for improving Circuit in the Siemens Social Network (SSN). Developers from Atos discuss new ideas and requests with customer representatives during the monthly meetings of the Customer Advisory Board (CAB). The customer feedback is translated into the monthly sprint update for Circuit, a significant change compared to former, much longer development cycles which endured months or even years. Such interactive communication and change management vividly demonstrates how Circuit symbolizes the start of a new era of agile group-wide collaboration at Siemens AG.

Siemens AG's leading-edge communications infrastructure based on Circuit is further testimony to its longstanding role as a pioneer when it comes to technological innovation and far-reaching communication. However, the focus is no longer on telegraph poles, but smartphones and the cloud.

## Requirements:

- Modernization and standardization of the communications infrastructure
- Quick and easy integration in existing processes and tools, e.g. Syncplicity file sharing
- Great scalability of all the application's aspects in all divisions
- Possibility of integrating existing and future ICT infrastructure components, e.g. PBX and video room systems (Circuit Meeting Room)
- Support of the Siemens "One Phone" initiative with mobile apps

## Solution:

- Availability of all communication and collaboration channels in Circuit for browser, desktop and mobile devices with one consistent interface
- Private cloud deployment from a central Atos data center following redundant design principles
- Great scalability for voice, video and screenshare sessions based on WebRTC technology
- Managed services and technical support worldwide from Atos
- Integration of existing telephony infrastructure with Circuit's Advanced Telephony Connector (ATC)
- Use of Circuit APIs to integrate with existing applications like Syncplicity
- Room-based video conferencing with Circuit Meeting Room (CMR)
- Agile product development process with monthly updates and customer feedback sessions

## Benefits:

- Efficient cooperation between teams thanks to a new communication mindset
- Greater dialogue and cooperation across business units
- Future-proof, intuitive communications infrastructure
- Consistent communication processes worldwide
- Active change and communication management as a result of continuous user feedback
- A system architecture based on open standards
- Protection of existing and future investments
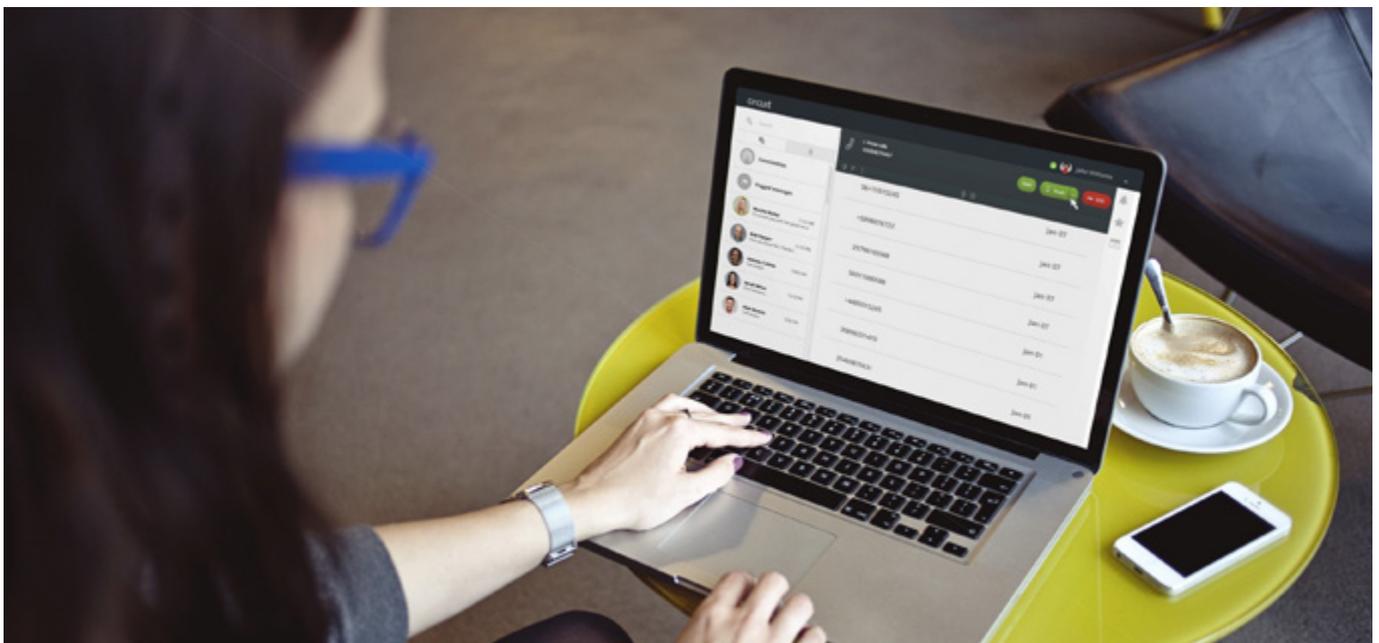
## About Siemens

Siemens AG (Berlin and Munich) is a global technology powerhouse that has stood for engineering excellence, innovation, quality, reliability and internationality for more than 170 years. The company is active around the globe, focusing on the areas of electrification, automation and digitalization. One of the largest producers of energy-efficient, resource-saving technologies, Siemens is a leading supplier of efficient power generation and power transmission solutions and a pioneer in infrastructure solutions as well as automation, drive and software solutions for industry. With its publicly listed subsidiary Siemens Healthineers AG, the company is also a leading provider of medical imaging equipment – such as computed tomography and magnetic resonance imaging systems – and a leader in laboratory diagnostics as well as clinical IT. In fiscal 2018, which ended on September 30, 2018, Siemens generated revenue of €83.0 billion and net income of €6.1 billion. At the end of September 2018, the company had around 379,000 employees worldwide.

Further information is available on the Internet at **www.siemens.com**.

# About Atos

Atos is a global leader in digital transformation with 120,000 employees in 73 countries and annual revenue of € 13 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions through its Digital Transformation Factory, as well as transactional services through Worldline, the European leader in the payment industry. With its cutting-edge technologies and industry knowledge, Atos supports the digital transformation of its clients across all business sectors. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, Unify and Worldline. Atos is listed on the CAC40 Paris stock index.

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