

ISDN Fall Back over GSM & cost reduction

Haus Rabenhorst O. Lauffs GmbH & Co. KG

Haus Rabenhorst O. Lauffs GmbH & Co. KG is a family-owned medium-sized company with a tradition of more than 200 years in producing and marketing healthy foods and particularly organic ones.

→ Reducing costs: fixed to mobile, mobile call to international & roaming

Rabenhorst installed QuesCom 400 to reduce fix to mobile costs as well as roaming costs of traveling staff equipped with an I-Phone. The company achieved a return on investment within 6 months.

When traveling abroad, I-Phone users always use Call Back functionality to transform outbound calls into inbound calls, which in general is 50 % cheaper (call back mode) than roaming call.

Also when I-phone users are back in Germany, they call abroad by using QuesCom mobility solution. The call is placed via the Gateway in order to save up to 90 % on international call from a mobile phone.

→ Automatic ISDN failover to GSM

On summer, a lightning storm cut Rabenhorst BRI connections and staff was completely offline.

Thanks to QuesCom which has been configured as an ISDN Fall Back solution, Rabenhorst Telephone System was able to make calls within a few minutes through the GSM network instead of the ISDN network.

This has been a tremendous value for Rabenhorst to keep up service levels and solve the telephone shortage.

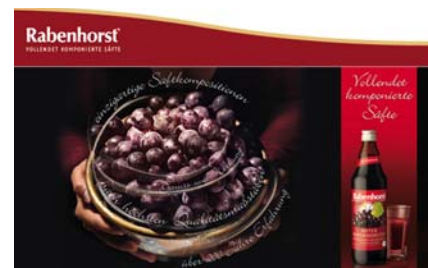
→ Fax Server

Understanding the full value of the solution, Rabenhorst also added some fax user licenses on the same QuesCom 400 equipment to provide a personal electronic fax service to each user.

Rabenhorst staff can now send and receive electronic faxes directly from their workstation.

→ Infrastructure

- Q412-8G-2P QuesCom 400 gateway for mobility
- Fax and ISDN fallback!
- I-Phone MobiQ Clients



"QuesCom has created great value for Rabenhorst not only by saving costs but by providing vital services like fallback and fax which we do not want to miss anymore."

Mr Claude Greiner
Rabenhorst