

# ITSDONE EDV Dienstleistungs GmbH

Individual conference call solution

## Case Study

### Company



ITSDONE is one of Austria's leading medium-sized IT service providers specialising in infrastructure, help desk and application services. These service lines are offered in connection with project implementation or outsourcing for companies of different sizes in virtually every sector. In 2010, ITSDONE EDV Consulting GmbH was founded as a subsidiary to provide IT consulting services in the ITSDONE business segments. ITSDONE was founded in 2003 and is based in Vienna. It has also had an office in Bratislava since December 2007. [www.itsdone.at](http://www.itsdone.at)

### Requirement

ITSDONE provides high-quality IT services to clients throughout Austria. The company's Bratislava office also looks after Austrian clients with a strong presence in Central and Eastern Europe. In a bid to cut down on travelling expenses for meetings, the company sought an international conference call solution that guarantees optimal service in spite of the physical distance and that is also accessible from Eastern Europe.

### atmsSolution

At first ITSDONE used the general atmsConference service on +43 0820 890 890. This allows conference calls to be held with any number of participants from Austria and abroad and without having to wait or book a call. The call is simply billed via the participants' phone bills. In order to meet certain additional requirements (e.g. use of a conference leader, recording of calls), ITSDONE was finally provided with an individual atmsCorporateConference service and its own access number.

The conference leader function that was implemented has several advantages:

- The conference leader can lock the conference room and protect it from access by non-authorised participants. If a caller subsequently tries to join the conference, he will be refused access with reference to the locked conference room. The conference leader can re-open the room to other participants by pressing \*14.
- The conference leader can mute all the other participants so that only he can be heard. Those participants that have the status of active speakers can then be unmuted by pressing \*23.
- The conference leader can start recording the conference call at any time. The conference leader is given a secret PIN which can be used to listen to the recording at a later time and, for example, to write up the minutes of the conference.

atms also set up Web-based management of the atmsCorporateConference service for ITSDONE. This enables the conference leader to replicate all the telephone keypad control functions via the Internet.

An additional Web application makes it very easy for ITSDONE to send invitations to take part in conference calls by e-mail and/or SMS. The invitation is issued to all the participants specified by the user and contains the access number as well as the date, time, likely duration and topic of the conference call. An automatic entry is also generated in the invitee's electronic calendar (e.g. Outlook).

**" The conference call solution from atms is simple, reliable and optimally tailored to our requirements. The cost savings generated by the elimination of travelling expenses are a significant advantage for us. "**

Harald Kilian, Chief Executive Officer of ITSDONE EDV Dienstleistungs GmbH