

LINSTOW CENTER MANAGEMENT IS IMPROVING COMMUNICATION BETWEEN STORES AND CLIENTS WITH THE **ALCATEL-LUCENT** TELEPHONY SYSTEM

LINSTOW CENTER MANAGEMENT

INFORMATION ABOUT THE CLIENT

Linstow Center Management SIA has been active in Latvia since 1998 and during this time has become the most experienced, professional and successful shopping centre developer in the Baltic countries. Linstow Center Management has developed five shopping centres in Latvia – Alfa, Mols, Galerija Centrs, Origo and Dole, as well as the biggest shopping centre in Estonia – Ülemiste.

TASKS

- To provide every shopping centre (SC) with a universal and modern voice communication system (PBX) with centralised control and monitoring
- To equip SC information centres so that clients are able to call SC stores both directly and via the SC joint information telephone number
- To ensure that SC visitors and tenants have free access to a Wi-Fi internet network with centralised control and monitoring

PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent Omni PCX Enterprise Communication Server
- Alcatel-Lucent OmniAccess WLAN wireless LAN controller 4604
- Alcatel-Lucent OmniAccess WLAN wireless access points AP93
- Alcatel-Lucent OmniVista Voice and Data Network Management System

BUSINESS AND TECHNICAL BENEFITS

- A PBX system based on industry standards which can be adjusted and extended according to the client's needs in support of the company's future development
- Competitive price and quality ratio. Optimal system maintenance and modernisation costs
- The system has an OmniVista management and control module which allows constant control of the system's operations and performance of the necessary adjustments in an operative manner
- Full local maintenance service carried out by the manufacturer's certified partner Adventus Solutions
- An improved level of client service



"We chose the solution developed by Alcatel-Lucent and realised by Adventus Solutions because the voice and Wi-Fi communication system complied with our requirements and proved to be reliable in everyday operation. We almost had no technical problems with its operation. As our company has been growing, we have been able to flexibly modernise and extend the system without a considerable increase in expenses. I am glad that we have chosen Adventus Solutions as our partner, whose specialists quickly respond to our requests and ensure a professional maintenance service."

Juris Lipskis, Linstow Center Management Technical Director

DEAL FACTS

- Cooperation: since 1997
- Business partner: Adventus Solutions (Riga, Latvia)

CLIENT PROFILE

- Location: Riga, Latvia
- Sector: retail
- Number of users: 1500