

Case study

Sycor

Enduring relationships key to global ICT success

Imagine you're a brand-new start-up that provides ERP system hosting and other ICT services for medium-sized manufacturers. You need a partner to supply the underlying infrastructure. But how do you pick one? What criteria do you use?

Sycor needed a stable and powerful communications system to succeed. The combination of BT IP Connect and BT One Voice provides fast, redundant connectivity for Sycor offices and Sycor customer sites around the world. Deciding early on to work with BT is something Rüdiger looks back on with pride.

“We are committed to building long-term relationships with our customers, and we hold our partners to the same standard. BT fits this description perfectly.”

Rüdiger Krumes, Chief Executive Officer, Sycor GmbH



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With BT voice and data services, Sycor has everything it needs to optimally support customers in the global marketplace

Best backbone for worldwide operations

Sycor GmbH is a mid-market multinational. With around 500 employees worldwide, the company provides a full range of ICT solutions. In 2013, it generated about €60 million in revenue operating from 17 locations in nine countries.

The Sycor service portfolio covers its customers’ entire value chains, offering a variety of products and services to help customers optimise their processes. These range from change management, consulting, WAN routing and managed services to end-to-end outsourcing of IT and telecoms services.

“BT has been the backbone of our data and voice communications, providing the service foundation since our company was established,” says Sycor CEO, Rüdiger Krumes. “Over the years, we’ve learned to appreciate not only the quality of BT products, but also the dedication of BT staff.”

Using a BT IP Connect Global network, Sycor operates an integrated voice, data, and multimedia service platform. In addition, BT One Voice offers global coverage through the BT network, ensuring Sycor enjoys low costs, simple administration and best-in-class security.

Solving complex challenges together

BT infrastructure services and dependable support frees up Sycor to focus on its core ICT services business. Solutions have been developed for many complex challenges like performing worldwide SAP rollouts, and setting up a centrally-hosted Cisco contact centre for users across the globe.

Udo Ludwiczak, BT account director, says: “When Sycor expanded into Asia and the United States we had to roll out several ERP projects in quick order. Sycor customers put a premium on their projects being completed on schedule without a glitch.”

“As always, BT provided us with exactly the support we needed,” says Rüdiger Krumes. He may be happy with BT, but he still considers regular benchmarking studies to be a normal part of business. “Our customers require us to work with almost all major carriers,” he says, “and new customers are obviously very interested in benchmarking studies. This allows us to keep track of the prices charged by BT competitors too. BT has always come out looking very good in such studies.”

Stability and security on a solid platform

As an MPLS service, BT IP Connect Global provides superior stability and security. It enables phone calls, video conferences and other connection-oriented communications to be handled through connectionless

data networks. The MPLS technology and to be handled through connectionless data networks. The MPLS technology and associated hardware allows users to efficiently maximise WAN capacity utilisation.

BT IP Connect Global allows Sycor to make adjustments to bandwidth as required. “Sycor receives an unbundled service from BT,” explains Udo Ludwiczak. “Its experienced technicians are able to provision, configure and manage all the Cisco hardware themselves.”

Sycor receives its BT services through the BT network. Its voice communications are particularly secure since all its sites are directly connected through a dedicated next-generation voice network, without passing through the public network.

BT One Voice is an end-to-end telephony service based on conventional ISDN and IP-based SIP services. Sycor sources direct access lines and preselect lines from BT – not just for itself but also for the Otto Bock Group and its customers.

“We want to provide a solid platform for securely and reliably connecting our sites and customers,” says Rüdiger Krumes. “A lot of companies provide communications services and technology. We made a strategic decision to focus on the long term, and that extends to our choice of partners, too. BT has been a perfect fit.”

Core services

- BT IP Connect Global
- BT One Voice



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract.

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