Overview
Unify is a leading global provider of unified communications (UC) solutions. Unify’s OpenScape communications solutions provide a seamless and efficient collaboration experience—on any device—which amplifies collective effort and dramatically improves business performance.

Challenge
Companies require reliable communication systems to allow their businesses to function efficiently on a global scale. Unify provides its customers with its range of OpenScape applications, which integrate voice, conferencing, fax and messaging into a single unified communications system, boosting employee productivity, increasing user satisfaction and cutting costs.

“SUSE Linux Enterprise Server provides us with an enterprise-class environment for hosting applications that offers the performance, service and availability our customers require, at an affordable operational cost.”

PETER ROBINIGG
Commodity Manager Software, Global Purchasing
Unify

Convinced by the quality of its offerings, the company also uses OpenScape applications for its internal communications, enabling its employees based all over the world to work together efficiently.

Unify must ensure that its OpenScape applications run on a reliable operating system to minimize the risk of disruptions to customer systems. It requires enterprise-class performance to provide its customers with high-quality unified communications. At the same time, the company aimed to keep costs to a minimum, particularly in the area of software licensing. Equally, Unify wanted to be able to deploy customized appliances to selected customers, and sought a tool that would enable it to rapidly build full application and operating system stacks ready for immediate deployment.

Solution
Unify chooses to offer OpenScape Office, OpenScape Voice, OpenScape UC and HiPath 4000 applications bundled with SUSE Linux Enterprise Server. Peter Robinnig, Commodity Manager Software, Global Purchasing at Unify, says, “SUSE Linux Enterprise Server offers all the advantages of open source software, backed by enterprise-class build-quality and support. Since SUSE Linux Enterprise Server fully tests all components, we can save time and money on testing and still ensure that our systems are reliable.”

“SUSE Linux Enterprise Server provides us with an enterprise-class environment for hosting applications that offers the performance, service and availability our customers require, at an affordable operational cost.”

PETER ROBINIGG
Commodity Manager Software, Global Purchasing
Unify

Results
- Enhances Unify’s UC offering
- Avoids licensing fees, keeping operational costs low
“Using SUSE Studio enables us to shorten time-to-market for our communication systems, helping us stay one step ahead of the competition.”

PETER ROBINIGG
Commodity Manager Software, Global Purchasing
Unify

SUSE fully supports the solution, and provides Unify with the security patches it needs to keep its customers’ systems up to date, minimizing security risks and improving performance. “We can set up our systems to automatically download security patches, saving us time on system administration,” says Robinigg. “Without automation, it would be very difficult for us to keep more than a million customer systems up to date without spending excessive time and money on system administration.”

Choosing SUSE Linux Enterprise Server as the strategic platform for its unified communications software is also a key enabler for the company’s strategy of delivering packaged applications to its customers.

Unify uses SUSE Studio™ to build complete portable application stacks for its HiPath 4000 and OpenScape Office solutions, which provide VoIP (voice over IP) functionality for unified communications systems. Robinigg says, “Using SUSE Studio to configure customized appliances means that we only deploy the components we actually need. This enables us to build customized operating system images that have a smaller footprint, reducing complexity, enhancing performance and improving security for our customers.”

Results
Using SUSE Linux Enterprise Server enables Unify to focus on its core business of offering cost-effective unified communications systems to its customers. “SUSE Linux Enterprise Server provides us with an enterprise-class environment for hosting applications that offers the performance, service and availability our customers require, at an affordable operational cost,” says Robinigg. “Lower operational costs ultimately translate into better value for our customers.”

By designing and deploying appliance solutions using SUSE Studio, Unify can streamline product development processes and meet emerging customer requirements more rapidly. Robinigg says, “Using SUSE Studio enables us to shorten time-to-market for our communication systems, helping us stay one step ahead of the competition.”

Robinigg adds, “SUSE Linux Enterprise Server and SUSE Studio are a strong complement to our OpenScape solutions, so our customers can enjoy reliable, cost-efficient unified communications systems that boost employee productivity, increase user satisfaction and reduce communications costs, leaving them free to focus on their core businesses.”

To read more customer success stories, visit: www.suse.com/success

Contact your local SUSE Solutions Provider, or call SUSE at:
1 800 796 3700 U.S./Canada
1 801 861 4500 Worldwide

SUSE
Maxfeldstrasse 5
90409 Nuremberg
Germany