

Member News

INDIGO TASKS TELINDUS WITH THE DEPLOYMENT OF ITS NEW MICROSOFT TEAMS PLATFORM

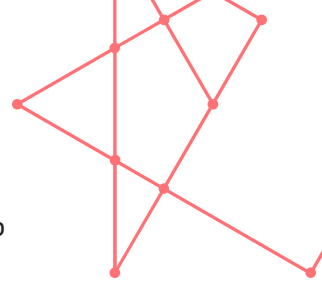
LUXEMBOURG – November 20th, 2020 – Parking network specialist Indigo Park Luxembourg picked Telindus to deploy its new unified collaboration platform. High level of expertise, strong integration capabilities, security culture, and change management: the combination of these success factors convinced Indigo to bring in the leader in convergent ICT and telecom services in Luxembourg.

“We were looking for a technology partner capable of replacing our fixed telephony installation with a VoIP solution coupled with a unified collaboration platform,” explains Jonathan Da Silva, Director of Human Resources and Communication at Indigo Park Luxembourg. “Our objective,” he adds, “was to be able to make telephone calls from a computer to the national and international public network, as well as within the company. We did not have the necessary skills in-house to roll out this type of project.”

An exacting set of specifications

Indigo Luxembourg’s specifications required the new solution to be based either on Skype Enterprise or Microsoft Teams, as the Group’s head office had already switched to a hybrid Skype Enterprise solution integrating IT equipment, mobile and landline telephony. “Neither our historical landline partner, nor other suppliers contacted were capable of offering an integrated solution on either of these platforms,” explains Jonathan Da Silva. “On the other hand, Tango has been a trusted partner for several years for the management of our mobile fleet. This allowed us to discover the full range of services offered by Telindus, in particular its ability to integrate the IT and telephony components of a solution based on the Microsoft Teams platform,” he adds.

To meet Indigo’s needs in full, Telindus designed an integrated collaboration platform based on a methodological approach derived from the telecom operator culture of Proximus Luxembourg, the Telindus and Tango parent company. To match the platform’s functionalities with their customer’s



expectations, Telindus specialists drew up a test book – a roadmap, validated by both parties, listing all the functionalities and expected results – and set up a project governance structure adapted to Indigo's specific context.

High level of expertise

"Once the test phase was completed, we were able to quickly validate the solution. From then on, the implementation phase went smoothly," confirms Jonathan Da Silva. "The solution has now been rolled out to all users," he continues. "Certain complex issues that did not appear at first glance gave rise to intense discussions with the Group's head office in France and with a specialist consultant in Canada. These exchanges only went to demonstrate Telindus' high level of expertise," stresses Indigo's HR Director.

Indigo Park Luxembourg now has a solution that pools all the collaboration functionalities it operates within a single tool. In addition to increased mobility for its employees, the company also has the possibility of sharing files in a perfectly secure manner with certain customers, including the City of Luxembourg. Telindus has also taken on the tasks of training users on the new platform, managing the change and promoting best practices. The migration of Indigo Park Luxembourg's Teams solution to the cloud has been successfully completed.

A laboratory for the Indigo Park Group

"After more than a year of research, Telindus has proven to be a partner capable of providing an answer to a very specific problem," says Jonathan Da Silva. "Indigo Park Luxembourg is the first Group entity to have implemented Teams as a call interface, with France and Canada having deployed Skype. Indigo Park Luxembourg is effectively the Group's laboratory for numerous innovations before any global deployment. Following the successful implementation in Luxembourg, the Indigo Group entities in France, Belgium, Spain and Canada are seriously considering the migration to Microsoft Teams", he tells us.

About Telindus

Telindus is a Proximus Luxembourg SA brand.

Founded in 1979, Telindus Luxembourg accompanies all organizations in their digital transformation, by providing holistic ICT & Telecommunication solutions, as well as tailored support services. Its areas of expertise include Telecommunication Services, ICT Infrastructure, Multi-Cloud, Digital Finance Solutions, Cybersecurity, Business Applications, Managed Services and Training.

www.telindus.lu

About Indigo

With 23,000 employees, Indigo is an international group operating parking networks in 12 countries and more than 750 cities. Indigo has 80 employees in Luxembourg, 70% of whom are field agents, technicians or operating staff. Active under various names since 1979, Indigo is the Luxembourg market leader in parking networks for both off-street (car parks) and on-street (road management, parking meters) activities.