CONET

Eppendorf AG:
Display of Availability of Employees (Presence)

Overview

Customer:
Eppendorf AG

Website:
www.eppendorf.com

Our Solution:
Visibilty of available employees (Display Presence) in Novell Vibe

Important Requirements:
- **Simultaneous connection of several services (Skype and Microsoft MSN)**
- **Gateways and customizing of the frontend for Novell Vibe**

Important Benefits:
- **central display of availability for different services in Novell Vibe**
- **efficient communication without dead time**
- **quicker duration of processes**
- **higher quality of results**

Technical Information in Short:
- **Novell® Vibe on the basis of version 2.1 and SUSE Enterprise Server 11**

Communication is in the nowadays working environment a decisive success factor for efficient economic activity. As basis therefore, mainly national or international spread companies count on collaboration platforms such as Novell Vibe. In order to optimize the collaboration of different departments, CONET Solutions GmbH integrated on behalf of Eppendorf AG a gateway to the real-time services Skype and Microsoft MSN in Novell Vibe.

The Situation

Eppendorf is a biotech company which develops, produces and distributes systems for use in life-science research laboratories worldwide. Eppendorf was founded in 1945 in Hamburg and occupies more than 2.500 employees today. The corporate group owns own subsidiaries in all important markets by its resellers.

A smooth communication is because of spatial distribution of employees and the numerous joint research and development tasks more than essential. Only by that, the professional know-how of different teams can be used in an optimal way, results and progress can be exchanged promptly and double work as well as error rates can be minimized.

As basis for the internal communication, Eppendorf has already implemented Novell Vibe. In order to improve the real-time collaboration of employees of the different departments and countries, CONET Solutions GmbH supported the Eppendorf AG in the identification and development of a suitable availability display (presence) for the reachability of single employees in Novell Vibe.

Our Solution

After the evaluation phase, in which the currently established solutions for instant messaging (IM), also Yahoo, google, Novell Messenger, Skype and Microsoft MSN Messenger were examined in respect of the specific suitability for Eppendorf, the choice was finally made for Skype and Microsoft MSN. In order to realize the requirements promptly, Eppendorf AG decided to customize Novell Vibe on the basis of version 2.1 and SUSE Enterprise Server 11 together with the CONET Solutions GmbH as integration partner.

The focus of the implementation was how to display the availability (available, away, do not disturb, offline) and the direct exchange of language and video via the chosen platforms. Therefore, CONET integrated a gateway to the real-time services Skype (IM, chat, phone) and MSN (IM, Chat) in Novell Vibe. The special challenge was the simultaneous integration of Microsoft Messenger (MSN) and Skype in Novell Vibe so that the user can use their MSN or Skype account in a flexible way while the availability, independent from medium, will be displayed on the main vibe platform.

After the creation of the technical documentation and the specification for the standard forms and layout of the frontends, CONET developed an adequate add-on for Novell Vibe of Eppendorf AG.

The Benefits

Because of the integration of instant messaging in Novell Vibe by the new add-on, all users can contact each other more easily and much faster.

The user can save their account data of MSN and/or Skype directly on its profile on the known collaboration platform Novell Vibe. The service that is used primarily can be defined in a flexible way.

In the background, the server synchronizes the status and gives presence information to the clients in real-time.

Because of the central display of availability of all messaging platforms within the company, the user can realize quickly, who can give answers to pos-sible questions. Furthermore, employees without IM account can see the availability of their colleagues at any time.

The availability is also displayed imme-diately.in the user profile and single entries in discussion bulletin boards, blogs or wikis. Questions to documents or bulletin boards can be carried out immediately by a direct approach via Vibe Dispensable mails, telephone calls and time-consuming waiting queues in internal communication with colleagues will be part of the backyard of history.

Thus, the extended communication solution alleviates the daily business and accelerates the research and coordinating processes extensively. Moreover, the uncomplicated way of approach concerning questions, supplements and corrections of documents and information increases the quality of process within Vibe.

An add-on for the Novell Messenger is already planned.