

Purchasing with foresight



Customer

Wanzl GmbH & Co.
KGaA

Industrie

Metal industry

Business

Retail, Material
Handling, Airport,
Access and Hotel

Project

Installation of
SIP trunks and
implementation of
the Nimbus contact
centre solution from
Luware

Product and services

Colt international
SIP Trunking
(Australia,
Germany, Italy,
Netherlands, Spain,
Czech Republic)
inclusive SBC,
Luware Nimbus
Contact Center
Enterprise as well
as Colt Professional
Services

Employees today have to keep track of a variety of communication channels, making it all the more important that they are supported by adequate solutions. Wanzl, the global market leader for shopping and luggage transport trolleys, has taken the step towards efficiency with Colt Intelligent Communication Services.

German-based shopping solutions specialists Wanzl wanted to make its digital infrastructure as efficient as its products, solving current requirements as well as preparing for the future.

The business world is changing rapidly, as Wanzl's company history shows. Originally starting with wire shopping trolleys, the product portfolio of the family-owned company based in Leipheim has developed into comprehensive retail solutions, from smart product presentation systems and creative shop concepts to fully automated access and visitor management systems and logistics. With over 4,600 employees and 11 international production sites, Wanzl focuses on the highest quality and aesthetics combined with maximum ergonomics.

Wanzl has been a world leader in the retail, material handling, airport, access and hotel sectors for decades.

Colt and Wanzl have been working together for several years. In 2019, SIP trunks including session border controllers (SBC), were installed at the German sites. Sites in the Netherlands were added in 2020, then Australia, Italy and

Spain followed in 2022 and in the Czech Republic in 2023.

Wanzl was able to reduce telephony costs by comparing prices and standardising connections. With telephony requirements, Wanzl looked more closely at a contact centre solution in 2023 and finally found what it was looking for at Colt. The Nimbus CCaaS solution from Luware, which has been part of the standard portfolio of Colt Intelligent Communication Services, was swiftly added to the shopping trolley. This allowed Wanzl to build on the existing structures with Colt, from the contracts to the service, including ticketing.

Luware Nimbus is fully integrated into the Microsoft 365 environment, and therefore into the online collaborative software Microsoft Teams. The Nimbus solution makes it possible to forward calls and tasks via intelligent routing, implement efficient workflows and create real-time evaluations and detailed analyses of call volumes or agent utilisation. Wanzl employees benefit in particular from the intuitive user interface. In terms of service and reliability, the company can rely on Colt's end-to-end SLAs.

Wanzl uses the Nimbus solution from Luware both internally, like its IT helpdesk, and externally for the service hotline as a classic call centre solution. The modular structure of the Nimbus CCaaS solution allows for volume and technical scalability if required. This means that companies can switch to a higher licence level or book add-ons when required; Wanzl is now equipped for further expansion and benefits from investment security.

With the products and services in the Colt Intelligent Communication Service portfolio, the company is also able to adapt new communication solutions and processes at an early stage, allowing employees to gradually familiarise themselves with new applications.

“Wanzl is a large and globally active company. Our product portfolio and locations are changing dynamically. In Colt, we have found a partner that can cope with this dynamism and our international circumstances,” says Christoph Mader, Vice President IT Group Operations at Wanzl GmbH & Co. KGaA.

The logo for Wanzl, featuring the word "wanzi" in a bold, blue, sans-serif font with a slight italicization.

**For more information,
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