

Siemens connects their global workforce with managed telephony

SIEMENS

Client profile

Siemens is a global technology company focused on accelerating digital and sustainability transformations. They integrate hardware and software to address megatrends like urbanization and climate change, leveraging technologies such as digital twins, data analytics and AI. They accelerate digital transformation for competitiveness, resilience and sustainability.

Siemens empowers their customers to transform industries. This takes communication, within the company and with customers, with uninterrupted telephony being a must. By helping them transform their legacy telephony with Microsoft Teams and managing their entire telephony environment, NTT DATA helps Siemens maintain productivity, be efficient and follow global telephony regulations.

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We selected NTT DATA as our preferred partner, because of their technology know-how, their customer-focused organization, their capability to provide the service globally – and the very good experiences we’ve had with NTT DATA in the past.”

Dirk Eska, Head of Unified Communications, Siemens AG

20%+

annual
savings

290,000

users on
Microsoft Teams

35,000

users supported with
telephony services

Business need

Highly reliable telephony systems

Siemens is a global innovator and was recognized as one of the top ten global companies by TIME Magazine in their prestigious “World’s Best Companies of 2024” list.

Their telephony system is essential to connecting the company. However, the company did not have a unified global telephony solution. Different parts of Siemens had adopted various approaches: some were already using Microsoft Teams Phone with Direct Routing in combination with traditional voice over internet protocol (VoIP) technology, while others relied on individual, local private branch exchange (PBX) solutions.

The Voice25 initiative proposed a bold change. For the first time ever, Siemens would have a single global landline solution across the company, eliminating the need for dedicated infrastructure and personal desk phones.

Using Teams for all communication and collaboration needs would support hybrid working and promote sustainability by reducing the number of devices used.

Solution

Supporting telephony across carriers

NTT DATA has been assisting Siemens with their telephony network since 2018. We started by offering a backup for their PBX solution. If the main telephony system went down, employees could use the backup solution for internal and external meetings. In 2020, Siemens rolled out Microsoft Teams to about 290,000 users worldwide within a few weeks. While providing Level 1 support was included in their service provider’s contract, providing Level 2 support for Teams was not.

Siemens approached us to provide L2 support for their core Teams environment. We worked with them to support their Teams environment, building an NTT DATA team who analyze and resolve tickets for their meeting and chat solution.

As Siemens were using Teams for chat and videoconferencing, it made sense to use this technology as the foundation of their telephony solution. We support their telephony environment.

With locations all over the world, Siemens relies on a number of different deployment models to connect their operations. They primarily use Operator Connect, and in some cases, Direct Routing as a Service. Siemens selected NTT DATA because of our flexibility in accommodating this telephony environment.

“Siemens is achieving measurable cost savings through the deployment of AI agents developed by NTT DATA’s AI Factory. These intelligent agents, designed and scaled through the AI Factory framework, automate key communication and support processes, significantly reducing manual workload while enhancing service quality. In particular, the AI-driven solutions have helped streamline operations across global Microsoft Teams Services, leading to standardized workflows and sustainable cost reductions.”

Dirk Eska, Head of Unified Communications, Siemens AG

Outcomes

Communication that supports success

We worked with Siemens to create a calling solution that met their needs, shaping our own approach to Microsoft Teams Voice. The managed calling experience that connects the company, its employees and its customers is not static but continuously evolves as we identify and address areas of improvement.

Trusted partner

Our relationship with Siemens is built on trust and transparency. The Siemens and NTT DATA teams collaborate closely, ensuring that all stakeholders have a clear view of the environment.

Effortless communication in regulated environments

A carrier-grade service for Teams, automated provisioning and the fast resolution of incidents create a highly reliable inbound and outbound calling solution. We adapt the global solution to meet local legal requirements, whether it's by offering a backup telephony solution or directly routing calls instead of using cloud calling.

Local support backed by global expertise

We provide global support for all users and deliver tailored calling plans across the organization. The telephony solution has been rolled out in 44 countries in Latin America, Asia Pacific, Europe, the Middle East and Africa, and North America.



Visit nttdata.com to learn more.

NTT DATA is a global innovator of digital business and technology services, helping clients innovate, optimize and transform for success. As a Global Top Employer, we have experts in more than 50 countries and a robust partner ecosystem. NTT DATA is part of NTT Group.

