

Case Study

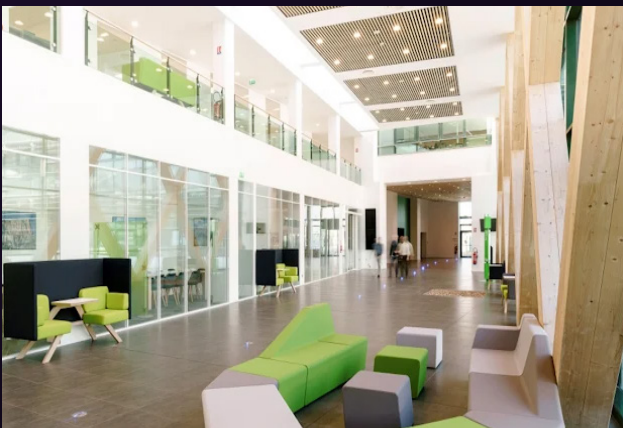
Global Facilities has relocated while improving connectivity with Proximus NXT



At the beginning of this year, the facility management services company moved into new offices in Leudelange. As part of this move, and with a view to consolidating its connectivity, telephony and collaboration solutions, it called on Proximus NXT. Through its BusinessOne offering, the Luxembourg-based operator connected the company and its teams, notably through the deployment of a high-quality Wi-Fi network and the installation of high-performance collaboration equipment.

Global Facilities is one of the major players in facility management in Luxembourg. It offers a broad portfolio of services, including technical operation and maintenance of facilities and infrastructures, human support services, and technical and regulatory consultancy. It enables numerous players in a wide range of sectors to focus on their core business.

“Our company employs around 150 people in Luxembourg, the majority of whom are deployed at our customers’ facilities,” explains Matthieu Hegerle , IT Manager at Global Facilities. Since 2001, we’ve been supporting players in the management of their facilities, providing them not only with technical expertise, but also with innovative solutions that contribute to improving their performance.”



Moving to Leudelange

Since December 2023, Global Facilities has been organizing its operations from a new headquarters. In particular, the Encevo Group subsidiary took advantage of its move from Esch-sur-Alzette to Leudelange to update its connectivity, telephony and collaboration solutions.

“Today, our administrative teams are located exclusively in Leudelange. However, in Esch we have a large business operations center. One of the challenges was to ensure fluid exchanges between these sites, but also to consolidate all the connectivity, telephony and IT security services on which we rely,” continues Matthieu Hegerle.

With this in mind, we looked for the most suitable partner to support us in this process in connection with our move, to connect our new headquarters, deploy a Wi-Fi network and set up collaboration tools tailored to our needs.”

Facilitate exchanges between employees

Proximus NXT, with its BusinessOne offering, met all the company’s requirements. While the first challenge was to connect the new site, the partnership between the two players goes much further.

“We also redefined the entire telephony offering, migrating our old telephone exchange to the cloud-hosted ‘Teams Voice’ solution. Our employees can now communicate easily via a variety of terminals, from workstations to smartphones. Almost the entire team can now be reached from a cell phone. The management of calls, transfers and redirections, particularly at the inbound end, is greatly facilitated. What’s more, we no longer need to manage a physical telephony infrastructure. Updates are carried out automatically by the Proximus NXT teams.

Optimum Wi-Fi connectivity

Proximus NXT was also responsible for deploying connectivity equipment throughout the new offices. All the equipment is connected via Wi-Fi.

“Once we had chosen our new location, Proximus NXT teams came to assess the site to ensure optimal WiFi coverage,” explains Matthieu Hergele. Proximus NXT, by deploying Wi-Fi antennas across the entire plateau, ensures that every employee benefits from a robust and fast connection at all times.

“By prioritizing a secure wireless connection, we improve the employee experience by offering them greater flexibility,” adds the IT manager.

High-performance collaboration solutions

Global Facilities also called on Proximus NXT to equip its meeting rooms with Yealink screens, helping to facilitate collaboration between teams.

In addition to functions supporting videoconferencing meetings, the screens deployed offer, for example, the possibility of face-to-face and remote interaction on digital whiteboards.

The connectivity solutions implemented have also enabled Global Facilities to improve the management of its meeting rooms, thanks to the deployment of presence detection solutions and the installation of screens at the entrance to each room to provide information on its occupancy.

“The Proximus NXT teams and our pool of craftsmen worked closely together to find solutions for fixing the antennae in a way that was respectful of the building,” emphasizes Matthieu Hergele.

Flexibility and consolidation

The Proximus NXT teams supported us throughout the move, which was completed in a relatively short space of time,” says Matthieu Hergele. Thanks to good anticipation of our needs and outstanding coordination, our partner was able to meet our expectations. We particularly appreciated the flexibility we enjoyed. The project evolved as the process progressed, and the Proximus NXT teams adapted to meet our expectations efficiently. Connectivity was established and WiFi antennas installed a week before our move. The teams were thus able to take possession of our new facilities and connect without encountering the slightest problem.”

The new environment enables Global Facilities teams to be more efficient, and to respond better to their customers.

“The main advantage of this move is that we have been able to consolidate all our connectivity needs, secure connections and exchanges, notably via VPNs, and equipment, with a single partner. This contributes greatly to improving the management of our needs,” explains Matthieu Hergele. We now have just one contact person, and at the end of the month, all services are invoiced at once.

New perspectives

Following the move, Global Facilities and Proximus NXT will be able to explore the possibilities offered by this new partnership.

The BusinessOne solution should help Global Facilities to improve its services to customers by strengthening connections and exchanges with its external collaborators.

“We can now rely on a reliable partner to support our development. BusinessOne relieves us of the operational management of connectivity and security. This gives us greater peace of mind, enabling us to concentrate more on creating added value for our customers,” concludes Matthieu Hergele.



Discover their story

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Mathieu Hegerle, IT Manager