



REHAU had known for a period of time that it would need to upgrade the old PABX system. Feasibility studies were carried out to

He added that while they have yet to do a formal study on the returns on investment, savings from overseas and teleconferencing costs are expected to help recoup a portion of the initial costs. IDD and teleconferencing costs are significant expenditure in REHAU because of its regional office status. As in any businesses, the cost of Internet connection for checking email when an employee travels abroad contributed a large percentage to the Company's telecommunications expenditure.

Mr Gan is using the Cisco IP Communicator Softphone on his laptop. His first experience with it on the road was a recent business trip to Sydney. "I called a colleague in the Singapore office from our Sydney office. The voice quality was so good that he thought I was in Singapore! What made it even more fantastic was that it was considered an internal call from my office extension and therefore essentially

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