



**Company**  
Opulent Techno Pte Ltd

**Website**  
[www.opulent-group.com](http://www.opulent-group.com)

**Profile**  
Opulent Techno Pte Ltd, a leading provider and designer/ manufacturer of thermal solutions with site offices in the US, Europe and S.E. Asia has more than 20 years of industrial manufacturing experience.

Opulent offers value-added solutions from ideas to design to assembly in consumer electronics, computers, telecommunications, automotive and solid state lighting. PCBs, MCPCBs, IMS and LED assembly and system integration are just some of the products and services Opulent offers.

Opulent is UL certified, ISO 9000 certified, QS 9000 certified, ISO 14000 compliant and TS16949 certified.

**Project Size**  
Opulent Techno has total staff strength of over 100 spanned over US, UK, Singapore, Malaysia, China and Hong Kong offices.

**About Micro 2000**  
Micro 2000 Technology Pte Ltd was established in 1996 and is now ranked as one of the top Premium Business Partner of HP, IBM, Microsoft as well as Sun Microsystems.

Its business includes IT consultancy and integration services, support and maintenance services as well as turnkey solution. Through these years, Micro 2000 have proven their business efficiency, which led to various partnerships: Appointed Apple GOLD Authorized Service Center, HP Premium Solution Partner, SonicWall Medallion Partner, Cisco Certified Partner, Microsoft GOLD Certified Partner, to name a few.



## CASE STUDY

Microsoft Office Communications Server 2007

# Enterprise Communications Solution Empowering Collaboration and Customer Deliveries for Opulent Group

*Opulent Techno Pte Ltd is a leading designer and manufacturer of thermal solutions. Headquartered in Singapore, Opulent needed to enhance the communications tools for Managers who frequently travel to its regional offices for meeting and presentation as well as to improve business value with its customers.*

## The Situation

A key strategic objective of Opulent Group was to invest in an enterprise-class technology for its employees to streamline communications. They must be able to communicate whenever they need regardless of which part of the world they are.

A key to accomplishing that is to make communications available through more avenues such as a handheld device, a portable computer, a home computer, or a computer at a hotel kiosk. Opulent also aim to reduce the frequency of travelling to its regional office for meetings. Other concerns also include removing public communication networks to deter security concerns.

## The Solution

Being a "Microsoft-Centered" company, Opulent needed a solution to work along with its Microsoft office suite. Micro 2000 delivers Microsoft Unified Communication and Collaboration solutions, helps leverage current information systems infrastructure to accelerate business processes and improve the flow of information.

Leveraging on Microsoft Office Communications Server 2007, the enterprise-grade server provides the backbone for all real-time communications within Microsoft Office. It includes Presence awareness, IM service, peer-to-peer audio and video, application sharing, and collaboration. Microsoft Office Communications Server 2007 adds on-premise Web conferencing and the ability for Office Communicator 2007 to make and receive voice calls.

## The Benefits

Through this new solution, Opulent Group has empowered its staff by enhancing and streamlining communication options, including the potential for video conferencing. The company has meanwhile reduced costs, improved reliability, and constructed a platform to support future increases in business value.

The web conferencing capability using Microsoft Live Meeting 2007 also empowers the staff to share content across boundaries at ease thus reducing on travel expenses. Key executives were also equipped with Windows Mobile enabled phone loaded with Office Communicator Mobile for collaboration anytime, anywhere.

The staff in Opulent responded positively to the new communication solutions and can even conduct training sessions through Office Live Meeting for offices.

For more information, please visit <http://www.micro2000.com.sg>  
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