Success Story

Unique. Award-Winning Fixed-Mobile solution for the Municipality of Wageningen

telecomservices
uw specialist in zakelijke telecommunicatie

Telecom Services, a provider of business, fixed, mobile, UC, Cloud, and communications solutions, has implemented a unique Unify "Forced-on-PBX" Fixed-Mobile telephone solution for the Municipality of Wageningen.

The Task

Wageningen is a city of liberation, a city of life sciences, and a city fostering an international, social, creative and sustainable flair. The many international students lend the city an air of international sophistication. As a City of Life Sciences, Wageningen strives to ensure quality of life in the broadest sense of the word. For example, through innovations in the fields of nutrition and healthcare.

It is therefore quite fitting that the Municipality of Wageningen opted for a telephony solution that is not just special but also unique in the Netherlands, even in Europe.

Prompted by the refurbishment of various sites, the Municipality's remit was to switch over to a communications "Mobile, unless…" solution for 500 users, where employees would no longer have a fixed workplace and would only use smartphones. In this way, the Municipality employees would no longer be tied to a fixed workplace at one of the three sites, and they could also work from home.

Hans Rohuis, facility management team manager, Municipality of Wageningen develops the story "The reason we were looking for a "Mobile, unless…" concept is that we were temporarily moving from two sites to one site as part of a refurbishment project. To make this work, everyone had to start working on a flexible basis. We had to make this possible, and as far as telephony was concerned, a mobile telephone was the best solution for making sure that people remained reachable."

The Municipality therefore issued an invitation to tender and opted for Telecom Services for the fixed telephony part of the tender, and T-Mobile for the mobile network.

The Solution

In collaboration with Unify and T-Mobile, Telecom Services developed a Forced-on-PBX solution for the Municipality of Wageningen, with the aim of supporting all features available on the OpenScape Business platform for mobile users, while ensuring complete Fixed-Mobile convergence.

A new feature was recently added to the Unify OpenScape Business platform: the SIP Mex protocol. This protocol enables complete Fixed-Mobile convergence with a Forced-on-PBX provider. Telecom Services certified the Forced-on-PBX T-Mobile SIP trunking on the OpenScape Business platform. This involved using a Session Border Controller.

As a result, all calls from the fixed telephony and the mobile telephony network can run and be monitored via the OpenScape Business communications server.

The Unify OpenScape Business platform

The Unify OpenScape Business platform is an "all-in-one" communication solution with extensive UC functionality. All user features for up to 1500 users are available as standard within the OpenScape Business all-in-one software and can be easily managed via a single web-based management interface.

The requisite user features can be freely selected at any time for each user within the platform on a modular basis, by simply activating licenses.

The OpenScape Business communications solution is dimensioned as a "Private Cloud" solution within the virtualized redundant data center of the Municipality of Wageningen, ensuring the maximum uptime of the application and protection of personal data.

The infrastructure for the three Municipality sites and T-Mobile has also been redundantly configured, so that users can access the communications solution at any time.

This Private Cloud environment provides the three fixed sites and 500 employees of the Municipality with:

- 2 attendants using myAttendant attendant console software including ACD functionality - 30 fixed IP handset users with myAgent KCC client.
- 500 mobile users with myPortal for Outlook UC desktop application, in combination with myPortal to go smartphone UC app.

Calls to the general central telephone numbers are handled by two attendants. This is possible using the myAttendant PC console application. The individual employees can be reached on their direct dial numbers.

They can determine their own availability by means of status-based routing. This is possible by integrating the Outlook calendar or manually entering availability. Employees can directly view each other's availability or status. This avoids any unnecessary attempts to contact people, so calls can flow as directly as possible.

The new communications solution was handed over to the Municipality of Wageningen in May 2016 and by November 2016 was awarded the **"Best Unified Communication Project 2016"** at the Netherlands Telecom Inspiration Awards.

The Benefits

As already set out above, the key benefits of the Forced-on-PBX solution are that users can view their colleagues' status at any time and all call traffic can be managed from one central location.

In addition to this fully integrated Fixed-Mobile solution, users can also enjoy all possible call features and many other benefits, including:

- All existing PBX features: internal numbering plan, call forwarding, executive/secretary call transfer, callback if in a meeting, etc.
- Group calls and ACD functionality even for mobile users.
- The myPortal for Outlook & Desktop / myPortal to go mobile UC client with advanced features, such as:

  ○ Individual presence status settings, which can also be synchronized with the Outlook calendar status
  ○ Status-based call forwarding, via the individual auto attendant settings per status
  ○ Visual Voicemail: Voice-to-Email
  ○ Instant Messaging
  ○ Web Collaboration
  ○ Click-to-Dial from any application
  ○ Setting up conference calls
  ○ Integration of Outlook and general address books
  ○ Call Journal
  ○ Favorites list with overview of colleague's statuses
  ○ One number service
  ○ A whole range of other features

- Implementation. Although the process of developing the Fixed-Mobile Forced-on-PBX convergence solution took some time, the actual implementation ran smoothly and quickly, thanks to the efficient project management of Telecom Services:

  - Training time kept to a minimum, thanks to intuitive user interface
  - Ease of dimensioning ensured, thanks to OpenScape Business software appliance
  - Communication platform set up quickly and easily, thanks to a programming template import
  - Phased handover time kept to a minimum, for commissioning the new platform IP handsets and smartphones with the corresponding user applications
  - Ease of management ensured for the Municipality own ICT department, thanks to the web-based management interface

- A Unique Solution. Since Unify and Telecom Services handed over the "Mobile, unless…" solution, the Municipality of Wageningen has been working with two attendants at a fixed central location, providing an overview of everyone and everything, thanks to the presence tool.

- The Unified Communications application. All employees of the Municipality of Wageningen have a client, called myPortal, from which they can see the status of all their colleagues.

The presence tool in particular is useful for the Municipality of Wageningen, as it ensures much greater efficiency in communication. The same applies for status-based routing: whenever anyone is on vacation, incoming calls are simply forwarded to another employee.

Hans Rothuis concludes: "For our organization, it has above all meant that we have become far more flexible. The key benefit for us is increased reachability. But people's flexibility has also greatly improved. Our attendants can now simply forward telephone calls to homeworkers, and users can indicate their availability status via an app. We can see at a glance if someone is in a meeting, or available, or something else. So the caller can be given more information."

About Unify

Unify is one of the world's leading communications software and services brands, providing integrated communications
Unify is one of the world's leading communications software and services brands, providing integrated communications
and collaboration solutions worldwide. Our customers range in size from 5 to 500,000+ employees. Our solutions unify
multiple voice, video and data networks, connected devices and applications into one easy-to-use platform that allows
teams to collaborate effectively and efficiently – anytime, anywhere. The result is a transformation of how the enterprise
communicates and collaborates that amplifies collective effort, energizes the business, improves employee satisfaction
and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.
Our OpenScape and Circuit communications solutions provide a seamless and efficient collaboration experience – on any device.
Together, the group's global team of UCC experts and service professionals set the standard for a rich communications and
collaboration experience that empowers teams to deliver better results. Unify is an Atos company.

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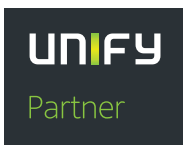
UNIFY
Partner

Master OpenScape Business

Telecom Services
Twentepoort Oost 51
7609 RG Almelo
+31 (0) 546-546-546
www.telecomservices.nl

telecomservices
uw specialist in zakelijke telecommunicatie

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