

Unified Communication & Collaboration.

Unlimited communications for modern regional government in Castile-León.

T-Systems



Teamwork in real time.

Local government departments in Spain's largest region, Castile-León (Junta de Castilla y León), are spread very wide geographically and traveling from one office to another takes a long time. This is why, until now, civil servants had to spend much of their time on work-related travel within the region. Their availability was poor and cooperation suffered as a result. The introduction of Unified Communication & Collaboration (UCC) by T-Systems meant that civil authorities were able to consolidate all their voice communications, thereby overcoming the disadvantages of geographical distances. Members of the administrative staff are now available at all times, can play a full role in the team even when on the road, and can make decisions much more quickly. Consequently, their projects also make much better progress.

The central feature of Unified Communication & Collaboration is the uniform interface that acts as the channel for receiving telephone and e-mail messages. This gives the user a convenient, complete overview of all his messages. Centrally managed mobile terminals and the office PCs have the same level of integration in the voice communication system. All employees can use the presence displays anytime and anywhere to make themselves available using the right medium, enabling them to contribute spontaneously to video conferences if necessary, or to exchange messages in real time using Instant Messaging.

At a glance.

- Easier collaboration between geographically distant administrative bodies
- Integration of mobile staff and central administration of mobile terminals
- Employee expertise is not tied to one particular location
- Consultative processes are sped up, which also accelerates administrative processes
- Presence information quickly establishes contact with the available users
- Real-time communication using Instant Message available for the first time for deaf-mute colleagues
- Integration of existing telephone systems
- A consolidated, uniform and secure infrastructure for communications
- Scalable platform for future requirements
- Uniform address registry

Unlimited cooperation offers new opportunities.

The customer. The region of Castile-León (Junta de Castilla y León) is located in the north-west of the Iberian peninsula. With nine provinces and approximately 2.5 million inhabitants, it is the largest administrative district in Spain. A total of 20,000 people work in the various governmental organizations and agencies that administer this area, which measures around 95,000 square kilometers. The regional government in Castile-León wanted to modernize the administration of this huge region, making it as efficient and citizen-friendly as possible. The greatest obstacle to cooperation and communication between staff was the time required to travel between the various far-flung offices.

The task. The regional government was looking for a future-proof solution that would enable staff at the various institutions and offices to communicate and collaborate. A uniform communications platform was to replace the previously heterogeneous e-mail and telephone system landscape. The dedicated aim was to overcome geographical distances, to improve the availability of staff and, if possible, to reduce the amount of time spent traveling. At the same time, there was also a demand for greater transparency for the growing flood of telephone messages and e-mails. Because the old systems could not be upgraded further, the administration looked for an innovative ICT solution that would also live up to future developments. Ideally, mobile devices, which had until then been paid little attention, were to be incorporated on the basis of the highest security standards.

The solution. The regional government of Castile-León has used Unified Communication & Collaboration and T-Systems' migration services to overcome the wide geographical distribution of their employees, while also seamlessly integrating mobile activities. The first step in this direction was to unify the directory of all users and to install a powerful, homogeneous e-mail system with a number of new functions. The next step was to install a UCC platform, which involved bundling all communication channels together on the common Internet Protocol (IP) platform. Voice communication via Voice over IP (VoIP) has since been provided and is linked with Instant Messaging (IM), e-mail and video conferencing. Following the successful pilot project involving 200 employees, the roll-out has now begun for all the 20,000 members of staff. The mobile terminals are managed centrally.

The presence display shows which of the possible contacts is currently most available using which medium. It does not matter whether the employee is at his own desk, in another office or traveling between locations. A Microsoft Office Communication Server (OCS) with the previously used telephone systems from Nortel was integrated in the solution. This meant that employees could keep their existing telephone numbers. Now when they use their familiar fixed-line telephone to make calls, their presence display automatically shows their status as "busy" once a call has started.

Benefits to the customer. The new communication platform means that the employees in the various institutions work together more effectively. The desired contact can be dialed directly using various media by clicking on the appropriate entry in a menu. A telephone call can easily be expanded into a telephone conference, video conference or web conference. This speeds up administrative processes, particularly when different agencies are involved at different locations. The administration now avoids many failed attempts at contact and countless trips that damage the environment. In addition, the fact that colleagues can work simultaneously on shared documents means that there is an increased understanding of the needs of all those involved, thus enabling rapid coordination even within complex processes.

The stable partnerships with Microsoft and Nortel were crucial to this project. T-Systems has linked together information technology and telecommunications to form an overall ICT solution that is perfectly tailored to the needs of the regional government and its staff, who are very pleased with the solution.

The advantages. The decisive advantage is that the system landscape for voice communication is consolidated on a uniform platform. The solution integrates both fixed-line systems and mobile terminals and promotes virtual collaboration across all communication media. Central management of mobile terminals guarantees maximum security when accessing central data.



City wall and cathedral in Ávila – capital of the province by the same name in the autonomous region of Castile-León.



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