

**DAMOVO**

UNDERSTAND. DELIVER. IMPROVE.

# NEW COMMUNICATION SOLUTION MAKES ADMINISTRATION WORK MORE EFFICIENT

„Almost immediately, we achieved enormous advancements with respect to time and efficiency in our daily work.“



# THE ADMINISTRATIVE DISTRICT OF NÜRNBERGER LAND



**Industry:**  
Public Service

**Region:**  
Germany

[www.nuernberger-land.de](http://www.nuernberger-land.de)

## About The Administrative District of Nürnberger Land

The Administrative District of Nürnberger Land belongs to the region of Mittelfranken, neighbouring the east of the Nürnberg-Fürth-Erlangen metropolitan area. While the western part has a strong urban influence, the east has a predominantly rural character. With its north-to-south stretch of approx. 45 km and east-to-west stretch of slightly more than 30 km, the Administrative District covers an area of 800.9 square km.

The Administrative District of Nürnberger Land is home to many companies well positioned in the Bavarian, German and even the global marketplace. Whether it is technical ceramics, micro-electronics or metal pigments – the companies located in the Administrative District are leaders in their industries.

## Understand

Before the reorganisation, the Administrative District Office of Nürnberger Land communicated both internally and with citizens via a telephone system originating from 1988. The outdated system had not been efficient for a long time. Often two or three members of staff had to share one telephone. When new employees arrived or when somebody moved to a different room, the office was forced to commission an external service provider to change the system configuration, which was very expensive in the long run.

Furthermore, citizens were becoming impatient when they could not reach an administrator due to technical interruptions or a complete breakdown of the telephone system. Since procuring spare parts for the system from the 1980s was becoming more and more expensive and complicated, it was soon decided: The District Office was no longer able to put off the investment; they had to make room for a new technology to adapt the service to the expectations of their citizens.

## Deliver

Damovo updated the District Office's communication infrastructure with state-of-the-art technology. The office was provided with a completely new network and subsequently the Head of IT, Peter Groß, converted the entire telephone system to IP technology. Power supply, telephone, fax, internet and emails now run over the new data network. Compatibility problems are a thing of the past thanks to the standardised system – the Head of IT was able to eliminate many sources of error for the future. Thanks to innovative IP technology, it is now easy to create new telephone extensions or move individual employees from one office to another.

## Improve

The Head of IT reached a positive conclusion shortly after switching to the new technology. According to him, there were hardly any initial problems – quite the contrary, Michael Groß reports. In cases where one employee on the telephone used to block the others from doing their jobs, the civil servants are now supported by

special team functions that notify them of colleagues with free capacity. In addition, the fax inbox directly on the screen gives the staff a huge leg up in terms of considerably shortening their response times.

“Almost immediately, we achieved enormous advancements with respect to time and efficiency in our daily work”

**Michael Groß,**  
Head of IT

Damovo delivers technology-enabled business efficiencies to enterprises around the world, enabling them to stay ahead in today's digitally transforming world.

Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

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