Standardization is the key:

Roll-out and management for > 50.000 telephony users in the public administration

Change Driver

The central IT service provider of a public administration offers its affiliated ministries, departments, and authorities network and desktop services, plus telecommunications services via a managed service provider.

The existing PBX/UC platform was out-of-date and the existing contract with the managed service provider had expired.

A tender process was conducted to find a suitable managed services partner who would build a future-oriented, sustainable communications solution and provide support for at least seven years.

As part of this project stringent security requirements had to be considered, and administrative compliant processes had to be factored in the ordering, approval and invoicing process.

DAMOVO

Damovo Approach

Damovo was awarded the contract and implemented a new solution based on the Mitel MiVoice MX-ONE and MiCC platform. The UCC environment was built in 7 clusters, is georedundant, and complies with German security regulations (BSI).

Within 18 months 50,000 ports were rolled out in 150 locations, ranging from listed buildings with 80 employees to modern new buildings for up to 1,000 employees. A standardized roll-out process ensured that the tight schedule was adhered to in line with quality standards.

An operation of this scale was made possible through the automation of standard processes. Every month, around 1,200 standard changes are automated via the web front-end of ServicePlaza, a platform developed by Damovo.

Visibility across all activities, KPI's and performance are essential for proactive and efficient operations. BI tools, monitoring and an operating platform are used for this purpose, creating complete transparency in both commercial terms as well as the CMDB, security and performance status.

DAMOVO

How the **IT service provider** benefits

By contractual agreement, the ICT service offered to the end customer is now always technologically up to date.

By using the new, feature-rich UCC solution, the IT service provider is improving its offering and increasing its sales potential.

The smooth roll-out and stable operation creates confidence in its ability to provide a range of services to its end users.

How the **end customer** benefits

No restriction of business operations during the seamless migration of legacy systems to the new UCC service.

Extended range of functions, with greater reliability.

Automated and fast implementation of change requests via customer self-administration platform ServicePlaza.