

Roll-out and Management of > 50,000

Telephony Users for a

Public Administration



Change Driver

The IT service provider of a public administration offers its affiliated ministries, departments, authorities and their employees network services and desktop services on its own as well as telecommunications services via a managed service provider.

The TC/UC platform used was outdated. The existing contract with the service provider was due to expire.

A suitable partner was sought as part of a tender process.

This partner was to set up a future-orientated, sustainable TC/UC solution and operate it for at least 7 years. Particularly high security requirements had to be met and administrative processes for commissioning, acceptance and invoicing had to be taken into account.





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 standardised 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.



How the **IT service provider** benefits

Thanks to a contractual agreement, the ICT offering is now always technologically up to date.

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

The smooth roll-out and stable operation create confidence in its range of services.

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.