



AYUNTAMIENTO DE ARROYOMOLINOS

TIME OPTIMIZATION IMPROVED THANKS TO CENTRALIZED MANAGEMENT

Arroyomolinos is a town in the south of Madrid with 24,313 inhabitants. Since a few years the city has evolved from a rural to a dynamic city with an active population and housing growth.

Location: Madrid, SPAIN
Vertical: Government
Number of users: 230 (13 offices)

Deal implementation: April 2012
Business Partner: Telefónica de España/BC Sistemas

CHALLENGES

The city wanted to provide a unique number for citizens to access all services.

It needed to control all the extensions at verification level.

The city was also looking to accommodate its network from a different vendor, and to ensure it is compatible for radio links, laser, Wi-Fi, and fiber.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

Alcatel-Lucent OmniPCX™ Office RCE Fax Server

Alcatel-Lucent OmniSwitch™ 6250 Stackable Fast Ethernet Switch

WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise was able to provide an all-in-one solution by giving the customer a platform which contains a communication server, a management system and a fax server.

BENEFITS

TECHNICAL

The centralized management system has improved time optimization, giving the IT team a better tool for management.

FINANCIAL

The city hall now has a single invoice for all 13 offices instead of one per address.

Thanks to the centralized management system, cost controls are now significantly improved.

USER EXPERIENCE

The centralization of the platform allows all users to have a higher quality of communication between them and citizens.

"The choice of Alcatel-Lucent OmniPCX™ Enterprise Communication Server will allow us to maximize the use of the laser and wimax network that we have and we are sure that it will be a technological leader in the not too distant future."

Miguel F. Cespedosa, Head of Telecommunications at City Hall of Arroyomolinos.