

Regional council of Bourgogne-Franche-Comté

Rainbow ensures ease of use and data sovereignty in a hybrid work environment.

“In the short term we will equip a first building of approximately 300 people with Rainbow softphone technology. We are confident the future will move us toward softphones for all employees at the Regional Council of Bourgogne Franche-Comté headquarters!”

Laurent Coste, Head of the User Relations Department, Information Systems Department, Regional Council of Bourgogne Franche-Comté

The regional council of Bourgogne-Franche-Comté is the deliberative assembly of the French region of Bourgogne-Franche-Comté in France.

CHALLENGES

The local authority was looking for a solution that would combine remote telephone functionalities enabling continuous use between office and remote workspaces, video for departmental meetings, and virtual team spaces to share documents and chat, as required. The solution needed to guarantee sovereignty for administrative and user data and had to be deployed rapidly, in the wake of the health crisis.

ACTION

Rainbow™ by Alcatel-Lucent Enterprise, deployed by NXO, was selected to meet the customer requirements. The agents can work anywhere and on any support system due to its ease of use.

Rainbow, deployed in hybrid mode, provides a connection between the cloud collaboration solution and the ALE telephony infrastructure in the customer's data centre. This allows new services to be developed using the telephony already in place. The urgency, in 2020, to have 1200 people working remotely, accelerated the project implementation, which continues to evolve and respond to emerging needs.

PRODUCTS AND SOLUTIONS

[Rainbow by Alcatel-Lucent Enterprise](#)

RESULTS

Technical benefits

- Ease of use
- Combines remote telephony, video and virtual team spaces
- Provides data sovereignty for administrative and user data
- New service deployment

Financial benefits

- Capitalise on existing infrastructure and past telephony investments
- Cost-effective collaboration solution deployment in the wake of the health crisis

User experience benefits

- Provide remote working to 1200 employees
- Low learning curve and ease of use
- Enhanced mobility and flex office

WANT TO TALK WITH SOMEBODY?

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Customer Story

MARKET: **GOVERNMENT**
DEAL IMPLEMENTED: **2020**

COUNTRY: **FRANCE**
NUMBER OF USERS: **1200**

ORGANISATION:
**REGIONAL COUNCIL OF
BOURGOGNE FRANCHE-
COMTÉ**

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