

The Departmental Council of Seine-Saint-Denis Modernizing Telephony and Reducing Operating Costs

“At the time, the annual allocation for middle schools was around 800,000 euros. We brought it down to 150,000 euros. That represents a very, very significant economic gain for the Department.

Thierry Caucheteur, Head of the Infrastructure Engineering Department, within the Directorate of Digital Innovation and Information

The Departmental Council of Seine-Saint-Denis has about 7,000 employees and plays a key public role in the Île-de-France region. It provides services in social support, culture, leisure, transport, road upkeep, and education. Thierry Caucheteur leads the Infrastructure Engineering Department in the Directorate of Digital Innovation and Information Systems.

CHALLENGES

In 2007, the Department’s phone system was old and inconsistent. A central system served 3,000 employees, while 4,000 others used local PBXs at separate sites. This caused:

- Outdated equipment
- Hard-to-manage technical skills
- High maintenance costs
- Poor flexibility to meet new needs

ACTION

To fix this, a plan was made to modernize the phone network. After management approved it and a public bid process, they chose the OmniPCX Enterprise system from Alcatel-Lucent Enterprise. Hexatel, a trusted VoIP specialist, handled the rollout.

The change took about ten years and included hundreds of sites. In 2016, 130 middle schools were added, raising the total to over 400 locations.

PRODUCTS AND SERVICES

[Alcatel-Lucent OmniPCX Enterprise Communication Server](#)
[Alcatel-Lucent Enterprise DeskPhones](#) und [DECT Handsets](#)

RESULTS

Technical Benefits

- Switched from traditional phones to a unified IP-based system
- Used a single IT network for all cabling
- Fewer outages and better reliability

Financial Benefits

- Annual school phone costs fell from €800,000 to €150,000
- Savings went beyond initial estimates

User Experience Benefits

- Streamlined technical skills: training focused on a single technology
- Simplified maintenance and operations
- Improved system scalability

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Customer Story

MARKET: **GOVERNMENT**

COUNTRY: **FRANCE**

NUMBER OF USERS: **7,000+**

ORGANIZATION:

**DEPARTMENTAL
COUNCIL OF SEINE-
SAINT-DENIS**

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