



## DIRECCTE

The *Directions Régionales des Entreprise, de la Concurrence, de la Consommation, du Travail et de l'Emploi (DIRECCTE)* are regional bodies created in 2010 to serve as single points of contact and oversight for companies. These offices report to the Ministries of Labor, Employment, Vocational Training and Social Dialogue. The DIRECCTE offer access to a wide spectrum of administrative services spanning international trade, tourism, commerce, labor and employment, competition, consumption, business insights, legal metrology and more.

## CHALLENGES

The DIRECCTE for the Nord Pas de Calais region decided to centralize telephony systems across its 25 sites following a 2009 audit. In order to handle the high volume of internal and external call traffic, a reliable and secure solution was required.

## PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise

Alcatel-Lucent 4029 Digital Phones

Alcatel-Lucent IP Touch® 4028, 4038 Extended Edition

Alcatel-Lucent OmniVista® 8770 Network Management System

## WHY ALCATEL-LUCENT ENTERPRISE

The DIRECCTE for the Nord Pas de Calais region had been using Alcatel-Lucent Enterprise solutions, including the OmniPCX® Office platform, for a number of years. Upgrading their infrastructure with the perfectly compatible Alcatel-Lucent Enterprise systems let the DIRECCTE keep and seamlessly integrate existing equipment such as handsets.

Etit, associated with Resadia - which was awarded the UGAP telephony systems contract along with Alcatel-Lucent Enterprise, created a tutorial ([etit.fr/architel](http://etit.fr/architel)) to train users on the new system. This facilitated adoption onsite and supported a smooth transition.

[enterprise.alcatel-lucent.com](http://enterprise.alcatel-lucent.com)

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RÉPUBLIQUE FRANÇAISE

PRÉFET DE LA RÉGION  
NORD - PAS-DE-CALAIS  
PICARDIE

CENTRALIZING  
THE TELEPHONY  
SYSTEM ACROSS  
25 SITES TO  
IMPROVE  
COLLABORATION  
AND CUSTOMER  
SERVICE

**Location:** France,  
Nord Pas-de-Calais

**Vertical:** Government

**Number of users:** 900

**Deal implementation:**  
2015

**Business partner:**  
ETIT/RESADIA



## BENEFITS



### TECHNICAL

Centralizing the telephony infrastructure has simplified network management for the system's administrators while maintaining optimal security thanks to built-in redundancy. The multi-site architecture using VoIP has reduced the number of call entry points from 25 to 7, resulting in better incoming call management.



### FINANCIAL

Internal call costs between sites have been eliminated.

DIRECCTE achieved five-figure savings thanks to the semi-centralization of incoming primary access lines at the Department level, and the elimination of direct operator incoming lines at the office level (sites with under 30 people).



### USER EXPERIENCE

Internal communication, employee collaboration and productivity have improved, in part due to the new centralized directory that enables staff to search by name, department or site.

Incoming calls are handled faster and more effectively thanks to the interactive vocal server, delivering more efficient service to users.



“The Alcatel-Lucent Enterprise solution has allowed us to successfully carry out a strategic project to improve customer relations and facilitate communications amongst our 900 agents that are located across 25 sites.”

Pascal Fondu, Deputy Head of Regional IT, DIRECCTE Nord Pas de Calais

Alcatel-Lucent   
Enterprise