



UPGRADED TELEPHONE SYSTEM PROVIDES SIGNIFICANT SAVINGS ON COSTS AND TIME

EVANGELICAL SUPREME ECCLESIASTICAL COUNCIL

Evangelical Supreme Ecclesiastical Council is responsible for the daily administration and management of the Evangelical Lutheran Church in the German state of Baden. From its headquarters in Karlsruhe, the Council’s 450 employees work with a network of volunteers to ensure the efficient operation of parishes across the state.

Location: Karlsruhe, GERMANY

Deal implementation: June 2013

Vertical: Government

Business Partner:

Number of users: 450

Zielbauer
Telekommunikation AG

CHALLENGES

Evangelical Supreme Ecclesiastical Council needed to mitigate the risk of partial communication outages from their old existing system.

The council would be supporting an increase of 40 percent in employees needing voice communication, which would mean 33,000 incoming and outgoing calls per month.

Enhanced calling quality for internal and external communications was necessary for employees, and improvement was needed in the council’s network management process.

PRODUCTS AND SERVICES

- Alcatel-Lucent OmniPCX® Enterprise Communication Server
- Alcatel-Lucent 4039 Digital Phone
- Alcatel-Lucent IP Touch® 4038 Extended Edition

WHY ALCATEL-LUCENT ENTERPRISE

The council has experienced a positive 20-year partnership with Alcatel-Lucent Enterprise, and the ease of transition from the existing voice infrastructure to the new system was an important factor. The suitability of the features, functionality and capabilities of the equipment and solution proposed by Alcatel-Lucent Enterprise also heavily influenced the decision.

BENEFITS

 **TECHNICAL**

With the Alcatel-Lucent Enterprise OmniVista® Network Management System, Evangelical Supreme Ecclesiastical Council has significantly improved the reliability and scalability of their voice network, in order to support increasing call volumes and larger number of employees.

The VoIP features provide the flexibility needed for office moves and temporary requirements that are common in the council’s operations.

 **FINANCIAL**

Ongoing service costs were reduced by 50%, and the total cost of ownership has decreased by 40%.

The time spent on infrastructure management and maintenance has been halved.

 **USER EXPERIENCE**

Employees now have a consistent calling experience on all desktop phones, whether digital or IP.

The phones are proving to be easy-to-use and intuitive to meet the various needs of the council’s staff.

 **“Our 20-year experience with our old Alcatel-Lucent Enterprise voice infrastructure left a very positive impression on the Council, so it was natural for us to make the transition to a new solution from Alcatel-Lucent Enterprise. The new infrastructure has addressed all our needs and I estimate our overall total cost of ownership has been reduced by 35-40 percent.”**

Benjamin Luff, In-house Support Manager& Administrator, Evangelical Supreme Ecclesiastical Council.