



MEETING THE TELEPHONY NEEDS OF A WORLD-CLASS EVENT WITH 100% UPTIME

AUSTRALIAN GOVERNMENT - DEPARTMENT OF THE PRIME MINISTER AND CABINET

The G20 is the world's premier forum for global economic and financial cooperation and decision making. The Leaders' Summit that took place in November 2014 in Brisbane was the most significant gathering of leaders ever hosted by Australia. It is estimated that the G20 in Brisbane attracted about 4000 delegates and 3000 domestic and international media representatives.

CHALLENGES

The Department of the Prime Minister and Cabinet needed to provide secure telephones in each of the event venues. Given the short but intense nature of the G20 Summit, it was critical that the telephony solution deliver a guaranteed zero downtime.

The right solution needed to be scalable and offer high performance levels at a reasonable cost. It also had to be easy to deploy and operate.

PRODUCTS AND SERVICES

- Alcatel-Lucent OpenTouch® Enterprise Cloud
- Alcatel-Lucent 8038 Premium DeskPhone
- Alcatel-Lucent OmniTouch® 8082 My Instant Communicator Phone
- Alcatel-Lucent OmniTouch® 4135 IP Conferencing module

WHY ALCATEL-LUCENT ENTERPRISE

The Department selected UXC Connect's cloud-based communications service integrated Telephony as a Service (iTaaS), which is powered by Alcatel-Lucent OpenTouch® Enterprise Cloud. As a cloud service, the solution was entirely flexible and scalable and was easy and quick to deploy.

The proposed consumption-based pricing model offered an economical solution without compromising on standard of service or technology.

Location: Brisbane, AUSTRALIA

Vertical: Government

Number of users: 7000

Deal implementation: November, 2014

Business partner: UXC Connect



BENEFITS

TECHNICAL

The solution delivered 100% uptime. The architecture featured local redundancy, with gateways deployed at all sites to maintain service continuity in the event of a data center or WAN failure.

iTaaS's flexibility made it possible to implement the solution in advance of the event and reduced the need for large amounts of technology on site.

FINANCIAL

Using a "pay as you go" model generated important savings and avoided the purchase of costly permanent licenses that would be of little use after the G20 Summit.

USER EXPERIENCE

All 7000 attendees were able to access telephony services across the multiple venues.

Desk-side training helped users become familiar with the handsets and use them efficiently.

“The financial model really worked for us. It allowed us to deliver a highly critical service for an intense period without the need to buy and own expensive technology, meaning that we only paid for what we consumed. The alternative would have been to purchase a large number of permanent licenses to meet the needs of our 7000 attendees. We made the right choice.”

Ben Coutts, Director of ICT Service Operations, Department of the Prime Minister and Cabinet

