

# GENERALITAT VALENCIANA IMPROVES ITS COMMUNICATION SERVICES THROUGHOUT ALL THEIR DEPARTMENTS DEPLOYING ALCATEL-LUCENT OMNIPCX ENTERPRISE

## GENERALITAT VALENCIANA

### CUSTOMER INFORMATION

- The Generalitat Valenciana is the generic name covering the different self-government institutions under which the Spanish autonomous community of Valencia is politically organized.
- It consists of the Corts Valencianes (or autonomous Parliament), the President of the Generalitat, the autonomous government itself (or Consell) and the different departments in which the competencies have been transferred by the central government (education, health, justice). Its functions are regulated by the Valencian Statute of Autonomy.

### CHALLENGES

- Reduce traffic and maintenance costs derived from using old decentralized TDM infrastructure
- Consolidate platforms and networks to simplify inter-departmental structure and streamline the organization
- Improve customer service and enable new applications

### PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent OmniPCX™ Enterprise Communication Server
- Alcatel-Lucent OmniTouch™ 8660 My Teamwork™ Conferencing and Collaboration
- Alcatel-Lucent OmniTouch™ 8460 Advanced Communications Server
- Alcatel-Lucent OmniVista™ 4760 Network Management System
- Professional Services

### BUSINESS AND TECHNICAL BENEFITS

- Homogenization of communication services along all Generalitat departments
- Dramatic cost savings ranging from service provisioning to maintenance due to changes in implementation
- Deploying leading-edge voice technology, assuring a smooth transition from legacy networks and support for next generation applications



“Alcatel-Lucent technology has allowed us to build a corporate voice network covering all branches of the Generalitat Valenciana (hospitals, schools, courts, etc.). Our commitment to improve performance and standardize services undoubtedly will lead to a higher quality of public service”

Cristina Navarro Pitarch, Head of Corporate Communications Service

### DEAL FACTS AND FIGURES

- Date initial deal won: July 2010
- Implementation date: 2011-2014
- Business Partner: Telefonica

### CUSTOMER DETAILS

- Location: Valencia, Spain
- Vertical: Government
- Number of users: 48,000