

Hokkaido Municipality Smart Communications

Developing sustainable towns and communities through advanced cloud communications for more than 10,000 residents

“We had three key critical factors for the new communications solution. The proposal from KCME based on ALE solutions, offered those advantages and the app integration with smart phones, make it simpler to relay updates and information to residents across eleven towns and villages, in a cost-effective and convenient model.”

Hokkaido Municipality

Hokkaido (北海道), Hokkaidō) is the second largest of Japan’s four main islands. The Information and Communication Infrastructure Utilisation Promotion Council is responsible for communications with the residents of eleven major towns and villages to ensure the safety, social integration and convenience of elderly residents.

CHALLENGES

Japan, like other countries, faces many socio-economic challenges, one of which is a declining birth rate and an aging population. And as the most quake-prone country in the world, Japan deals with major natural disruptions unlike any other nation. The council was faced with its existing communications network reaching end-of-support. As this network is essential to communication with elderly people in remote towns, an adaptable communication, alert, and notification system was needed for the council to easily connect and provide administrative services to the rural residents now, and into the future. The council also saw an opportunity to improve services by providing enhanced services such as telemedicine, virtual learning, and on-demand transportation. These services could improve safety, save money, and revitalise the local area.

ACTION

The council embraced cutting-edge Information and Communications Technology (ICT), with a focus on user adoption, to ensure its elderly population could adapt. They updated their IP announcement system, to a cloud-based solution using the existing ICT infrastructure. The cloud solution delivers a broader range of services and more reliable audio and video communications to the community at the right time.

KYOCERA Mirai Envision Co., Ltd. (KCME), an Alcatel-Lucent Enterprise channel partner, led the project and implemented a cloud-based infrastructure to enable reliable, secure communications and application services.

PRODUCTS AND SOLUTIONS

[Rainbow™ by Alcatel-Lucent Enterprise](#)
[Alcatel-Lucent OmniPCX® Enterprise Communication Server](#)
[Alcatel-Lucent OpenTouch® Conversation](#)
[Alcatel-Lucent 8088 Smart DeskPhone](#)

RESULTS

Technical benefits

- Secure, resilient, scalable cloud service
- High-quality audio, video communications
- Reliable, intuitive message alert delivery
- Technology that easily adapts over smart IP phone terminals, tablets, and smart mobiles
- Customised applications adapted to a large touchscreen interface for elderly users

Financial benefits

- Cloud-based environment removes risks and costs of down-time and maintenance
- Residents can make calls to other residents in the area and government welfare team without cost
- Operational efficiency through remote management and maintenance services
- Cost-savings on streamlined transportation with on-demand shuttle service when required

User experience benefits

- Easy to operate and access information fed from healthcare, weather, disaster alert, police and transportation to a single screen
- Video-based communications over an IP phone and phone app bridges proximity between families
- Elderly and commuters who may have difficulty taking public transportation benefit from easier mobility. An on-demand shuttle service provides citizens with transportation when they need it.

WANT TO TALK WITH SOMEBODY?

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Customer Story

MARKET: GOVERNMENT
DEAL IMPLEMENTED: JUNE 2017

COUNTRY: JAPAN
NUMBER OF USERS: 10,000

COMPANY:
GOVERNMENT OF JAPAN:
MUNICIPALITY OF
HOKKAIDO