

# Leutkirch im Allgäu

Facilitating location-independent communication and collaboration with Rainbow cloud solution.

“With Rainbow, we have a modern cloud platform that offers convenient telephony and new communication and collaboration channels. It was quick and easy to implement.”

Bernd Rebholz, Head of Information Technology and Digitization, Leutkirch im Allgäu

Leutkirch im Allgäu is a growing, medium-sized town in southern Germany where urban life coexists with village traditions. Located in the district of Regensburg and home to 24,000 inhabitants, Leutkirch is an attractive location for companies and their employees. The town offers a promising economic environment with plenty of potential.

The city administration of Leutkirch was looking for a state-of-the-art cloud platform combining telephony with new communication features and channels and enabling remote access to its users.

## CHALLENGES

Since 2018, Leutkirch has used communication servers from Alcatel-Lucent Enterprise for telephony in the town hall and the branch offices, including the fire department, tourism offices and a building yard. The system was installed and maintained by ALE partner, [provoicecom](https://www.provoicecom.com).

In 2024, Leutkirch decided to upgrade its telephone system by adding modern convenience features, new communication channels and remote access through the implementation of the cloud-based platform, Rainbow™ by Alcatel-Lucent Enterprise.

## ACTION

During a brief testing phase, Leutkirch evaluated the functionality and provoicecom integrated it into the communications infrastructure. Then, Rainbow quickly went live. Currently, 159 users are taking advantage of the new functions, including CTI telephony, chat, audio/video calls and conferences, presence information and online file and screen sharing.

Remote access is transparently integrated, offering the same intuitive access to Rainbow via laptop, smartphone or tablet as in the office.

The town of Leutkirch aims to provide all city administration PC users with access to Rainbow and to rely less and less on the landline phone network. The support contract with provoicecom ensures that the communications infrastructure will remain up to date.

## PRODUCTS AND SERVICES

[Alcatel-Lucent OmniPCX® Enterprise Communication Server](#)

[Alcatel-Lucent OXO Connect](#)

[ALE DeskPhones](#)

[ALE SoftPhone](#)

[Rainbow™](#) by Alcatel-Lucent Enterprise

## RESULTS

### Technical Benefits

- Smooth implementation of the Rainbow cloud platform
- Easy connection to the server
- Full compliance with General Data Protection Regulation (GDPR)
- European provider with server in Germany

### Financial Benefits

- Minimal IT resources required for installation, configuration and operation
- Investment protection through highly scalable components and regular updates
- Future-proof thanks to continuous enhancements and innovations

### User Experience Benefits

- Convenience telephony functions, such as caller ID, call forwarding, and CTI
- Unified Communications for collaboration
- Intuitive user interface
- Location-independent use—in the office, on the road and at home
- Choice between different devices with the same functionality and operation

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## Customer Story

MARKET: **GOVERNMENT**

DEAL IMPLEMENTED: **2024**

COUNTRY: **GERMANY**

NUMBER OF USERS: **159**

ORGANIZATION:

**LEUTKIRCH IM ALLGÄU**