

Ludwigshafen am Rhein

City administration strengthens mobile communication and collaboration with Rainbow

“The close and productive working relationship with Alcatel-Lucent Enterprise and our service provider enabled us to complete the Rainbow implementation swiftly, smoothly and with complete peace of mind.”

Ralph Bauerschmidt, CIO, Ludwigshafen am Rhein

The German city of Ludwigshafen am Rhein is located at the heart of the Rhine-Neckar metropolitan region, which is home to more than 2.3 million people. This dynamic industrial and service center offers locational advantages and an excellent transport infrastructure with a well-developed road and rail network as well as the second largest inland port in Europe.

CHALLENGES

In 2020, Ludwigshafen decided to implement a cloud-based unified communications solution to enable employees, who had been working from home since the start of the pandemic, to communicate efficiently across office boundaries. U.S. providers were ruled out because the Patriot Act requires the city to give U.S. authorities access to their users' personal data. Smooth integration with the existing Alcatel-Lucent OmniPCX® Enterprise Communication Server was defined as a core requirement.

ACTION

After a six-month test with around 40 users, Rainbow™ by Alcatel-Lucent Enterprise was selected for its comprehensive functionality, easy integration with the server and full General Data Protection Regulation (GDPR) compliance. Ludwigshafen's long-time IT partner, GEMAKOM GmbH, and TeleSys Kommunikationstechnik implemented Rainbow for 2,700 users step-by-step in about eight months. Today, the administration has completely migrated to Rainbow. Three thousand employees use the solution for telephony, chats, task management, file sharing, presence information and screen presentations. In the future, the city of Ludwigshafen plans to use Rainbow Edge to set up a Rainbow server in its own data center and make it available to other cities and municipalities as a municipal service provider.

PRODUCTS AND SERVICES

[Rainbow by Alcatel-Lucent Enterprise](#)
[Alcatel-Lucent OmniPCX Enterprise Communication Server](#)
[Alcatel-Lucent Enterprise SoftPhone](#)
[Alcatel-Lucent OmniVista® 8770 Network Management System](#)

RESULTS

Technical Benefits

- Quick and easy implementation of the Rainbow cloud platform
- Smooth integration with the communication server
- Highly available connection via WebRTC gateway
- Setup of new users in minutes
- Fully compliant with GDPR
- Extensible with value-added services such as alerting, ticketing, etc.

Financial Benefits

- Tiered pricing model with three licensing plans and a free entry-level version
- Minimal resources required for installation, configuration and operation
- Less hardware required

User Experience Benefits

- Modern workplace as an advantage for attracting skilled workers
- Comprehensive UC functionality
- Intuitive user interface
- Location-independent use, in the office as well as at home
- Valuable instructional videos (“How to”) from ALE

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Customer Story

MARKET: **GOVERNMENT**
IMPLEMENTED: **2020**

COUNTRY: **GERMANY**
NUMBER OF USERS: **3,000**

ORGANIZATION:
LUDWIGSHAFEN AM RHEIN

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