



CITY OF MONTROUGE

The city of Montrouge is located to the south of Paris in the department of Hauts de Seine. With a population of 49,344 inhabitants, it is one of the most densely populated municipalities in France with 24,154 inhabitants/km2.

41 sites depend on city hall for its fiber optic cable connectivity.

In 2015, Montrouge was awarded 5@ by *L'association des Villes Internet* (Association of Internet Cities). The 5@ rating is the highest rating awarded by the Association to local authorities which recognize their advancements in digital promotion.

CHALLENGES

Montrouge City Hall wanted to update its communication infrastructure in order to adopt the latest generation of VoIP technologies whilst benefiting from its advanced functionalities (unique number, call-by-name, etc.).

It was important to implement a user-friendly solution which would meet their users' multi-profiled needs.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server

Alcatel-Lucent OpenTouch® Multimedia Services

Alcatel-Lucent OmniVista 8770® Network Management System - MCS Edition

Alcatel-Lucent Solution Premier Service

WHY ALCATEL-LUCENT ENTERPRISE

Foliateam, Partner of Resadia - holder of the UGAP contract for Alcatel-Lucent Enterprise telephony - gave City Hall managers a mock-up of the solutions for testing products and thus built a tailor-made solution at a preferential rate as part of the UGAP market.

The combination of support, service and detailed knowledge provided by the Alcatel-Lucent Enterprise and Foliateam/Resadia partnership proved to be a vital factor in the final purchase decision.

Location: Montrouge, FRANCE

Vertical: Government

Number of users: 550

Deal implementation: December, 2014

Business Partner: FOLIATEAM / RESADIA



BENEFITS



TECHNICAL

A multi-session administrative tool facilitates operations' productivity.

A totally redundant solution also allows for a guarantee of continuity of service to those administrated.



USER EXPERIENCE

Users now have an intuitive based system with numerous advantages. For example, they are now able to use their AZERTY keyboard phones giving them quick access to their contact list. The paper phonebook is dead, long live digital efficiency!



“Thanks to the complementary nature and availability of teams on the project along with the ability to test solutions in advance, our Information Technology department managed to internally support the change and achieve complete interaction of all users. It's a success!”

Thierry Glantzmann, Information Systems Director, Mairie de Montrouge.