

SECRETARIA DE ENERGIA (SENER)

The Secretaria de Energia is the government department responsible for the production and regulation of energy in Mexico, this department is under the Executive Cabinet.

CHALLENGES

The Secretaria de Energia needed to renew an installed voice base that contained only analog lines, and update their phone lines to Voice over IP (VoIP). The Secretaria de Energia also required telephony services in mobility mode for personal devices.

The department required a conference call solution that could host more than 3 participants, a new and efficient unified messaging platform, and a complete suite for management and monitoring of the voice solution.

In addition, the Secretaria de Energia needed to deal with communication issues that were occurring between buildings.

PRODUCTS AND SERVICES

- Alcatel-Lucent OmniPCX™ Enterprise Communication Server
- Alcatel-Lucent OmniTouch™ 8440 Messaging Software
- Alcatel-Lucent OmniTouch™ 8660 My Teamwork™ Conferencing and Collaboration
- Alcatel-Lucent IP Desktop Softphone
- Alcatel-Lucent OmniVista™ 8770 Network Management System

WHY ALCATEL-LUCENT ENTERPRISE

Secretaria de Energia chose Alcatel-Lucent Enterprise services through a competitive public bidding process. The department made this choice because Alcatel-Lucent Enterprise could meet all of their technical requirements, and successfully passed the test protocols carried out.

Location: Mexico City, MEXICO

Vertical: Government

Number of users: 1,000

Deal implementation: September 2013

Business Partner: Red Virtual



BENEFITS



TECHNICAL

The Secretaria de Energia has two Alcatel-Lucent OmniPCX™ Enterprise Communication Servers, which means it is possible to keep them on at all times, which is important when protecting against a fail-safe.

In addition, the quality of service, in terms of reducing failure points, has greatly improved.



FINANCIAL

Technical support costs have been reduced due to fewer reports of equipment failure.

Also VoIP creates substantial savings because long distance calls have now become inexpensive.



USER EXPERIENCE

Having the latest technology provides the necessary encryption to provide all department employees complete privacy of communication, and creates extra mobility for staff by connecting with personal devices.



“Today we are very satisfied with the tools we have, which have provided us with exceptional service.”

Bruno P. Martinez Lizardi, General Director of Information Technology and Communications, Secretaria de Energia.