

## Local Government Achieves Large Cost Saving with Mitel IP Solution

### CUSTOMER NEEDS

- An easy to manage communications network
- A resilient and reliable communications network
- A cost-effective and future-proof communications solution

### SOLUTION COMPONENTS

- Mitel 3300 LX Controller
- Mitel 5201 IP Phones
- Mitel 5220 IP Phones
- Mitel 5230 IP Phones (with iPAQ integration)
- Mitel 5550 IP Consoles

### RESULTS

- A scalable communications solution that will evolve with the business
- Investment protection by migrating IP onto the existing network
- A resilient and reliable communications network that is easy to manage



The Municipality of Zaltbommel was founded in 1999 when the three towns: Zaltbommel, Brakel and Kerkwijk, merged together. Zaltbommel now consists of 13 villages with approximately 28,000 inhabitants. When the three local governments combined it provided some ICT challenges. At the first stage the ICT infrastructures were linked together temporarily because the plan was to move to a new building within a year where there would be a complete new ICT infrastructure.

Ruud Kleijnen, operational manager at the Municipality of Zaltbommel said, "During the period that the cities merged, there was hardly any budget for investments. Therefore we had to manage with the systems that we had available at the time. This resulted in three smaller infrastructures that were not connected properly which proved to be problematic. It was impossible to consult the systems of the other municipalities and the capacity was not sufficient. The systems often went down because too many people were working on the network at the same time. Also, the IT departments were spread over three different locations, so it was not always possible for a member of the ICT department to be present at the location if a problem occurred. The costs for telephony were incredibly high and we experienced a lot of issues and had no option but to find a solution."

### New location

Kleijnen said, "By the end of 2003 we could finally start a strategic plan for renewing the ICT-infrastructure in the new building."

# Customer Experience

## → Municipality of Zaltbommel Netherlands

### ABOUT THE MUNICIPALITY OF ZALTBOMMEL

The municipality was founded on January 1, 1999, as a result of the merger of the towns, Zaltbommel, Brakel and Kerkwijk. The municipality has 26,190 inhabitants and is part of the Bommelerwaard area that is situated in the Dutch province Gelderland. Besides Zaltbommel the municipality consists of 12 other small villages: Aalst, Bern, Brakel, Bruchem, Delwijnen, Gameren, Kerkwijk, Nederhemert (North and South), Nieuwaal, Poederroijen en Zuilichem.

*"We chose Mitel because Mitel's technology has proven itself in actual practice over and over again."*

– Edo Jorritsma,  
ICT-coordinator,  
Municipality of Zaltbommel

### European tender

The municipality was, due to the investments surrounding the project, obliged to select a new supplier via an official European tender. Economies of scale and stability were high priorities for the municipality. Other fundamental requirements for the municipality included: a uniform infrastructure, standards in accordance with the market and telephones with possibilities for employees working from home, a uniform management system, central management via ZenWorks and central data savings. The selection took place based on price, vision, implementation and migration risk, functionality and technical demands. Said Kleijnen, "We selected suppliers who scored the highest on all of these requirements and Mitel® was chosen for the IP telephony provider. Early this year we started the implementation and migration to the new systems."

### From old to new

Edo Jorritsma, ICT-coordinator at the municipality of Zaltbommel stated, "This implementation was extensive. We have transformed from various platforms to one Windows 2003 server environment; our mail environment has changed completely and we have been able to reduce seven different types of workplaces back to three. We have changed from traditional telephony to Voice over IP with Mitel. We bought a Mitel 3300 LX Controller and about 200 IP telephones. Amongst others, we are using the 5230 IP Phone for iPAQ users, the 5220 IP Phone for the standard workplaces, and the Mitel 5201 IP Phone for the meeting rooms. Mitel IP solution is reliable and cost-effective, and Mitel are leaders in the market. We chose Mitel because Mitel's technology has proven itself in actual practice over and over again."

### Large advantages

Jorritsma said, "The advantages of the new infrastructure are tremendous. First of all the stability of the ICT environment has increased by about 10 times; the old network went down every other week. Since we have implemented the new IP solution the network hasn't failed once and we have simplified the management of the system considerably. The economies of scale are larger than we expected, which is mainly due to the investment protection, as we used our existing network to migrate IP on to it. Another benefit that we have found useful is the receptionists can observe whether someone is present at their desk or not. We are very satisfied with the implementation and the solution. The new infrastructure is a platform which we can add on developments in the future."

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