

innovaphone Case Study

Municipal Association CASA Implements the UC and VoIP Solution of innovaphone for its Business Communication



CASA

The municipal association CASA was established on January 1st, 2013 and brought together the cities Choisy-le-Roi, Ivry-sur-Seine and Vitry-sur-Seine. On January 1st, 2016, the association was replaced by the creation of twelve territorial public bodies with the foundation of the Métropole du Grand Paris.

The cities of Seine-Amont were integrated into the public body of “Grand Orly Val de Bièvre Seine-Amont”. This is now the largest region after Paris and counts 670,000 inhabitants with a total of 24 communities. The cross-site solution for UC and VoIP of the German specialist for business communication was selected to guarantee reliable communication for this elaborate project.



With innovaphone's Unified Communications and VoIP solution, we now have reliable, highly scalable and cutting-edge technology from Europe!



Salah Rimani
System Administrator at
CASA Municipal Association

Quality, Scalability and a Large Product Range: innovaphone is Simply a Good Choice!



Salah Rimani
System Administrator at CASA Municipal Association

SOLUPREST has been an innovaphone Partner for many years and was entrusted with selecting the IT and telecommunications technology for the foundation of Communauté d'Agglomération Seine-Amont. "The decision fell on innovaphone due to its high quality, scalability and the large product range. Besides, innovaphone is a European manufacturer and has been an All IP specialist ever since its founding. All products, including the software, are developed in-house." assures Loïc Le Guellaut, CEO of SOLUPREST. "We started from scratch. The only prerequisites were a BRI connection to the provider SFR and an analogue interface for the administration of an alarm system," continues Mr. Le Guellaut.

Rapid Implementation

The innovaphone PBX was installed at the headquarters in Choisy-le-Roi in form of an innovaphone VoIP gateway IP305. The two existing ISDN BRI interfaces enable up to four simultaneous calls over the telephone network. An innovaphone Analogue Adapter IP22 was installed in order to connect an alarm system. An additional innovaphone gateway of the series IP1060 was added due to the high workload. The IP1060 is a pure media gateway. It has two PRI interfaces: licenses can be assigned separately.

The employees now use the IP phones IP110 and IP111 for their communication. The offices of the management floor are equipped with the innovaphone design telephones IP222 and the IP phones IP241. "The entire installation took about five days and there was only one incident which was attributed to the provider. Installation of new firmware is an automated process and maintenance is transparent for the users," adds Loïc Le Guellaut.

Unified Communications and Mobile Integration

Métropole du Grand Paris manages four strategically important fields of competence. These fields are local housing policy, environmental protection and its further development, urban land use planning and economic, social and cultural development and planning. The high communication volume between the different departments and the territorial public bodies required modern and efficient call management. Different UC elements can be combined with the innovaphone UC client myPBX: traditional IP Telephony, video telephony, Chat, audio and video conferences, company directories, call lists, Presence, Instant Messaging and Collaboration. The myPBX clients were installed in a Microsoft

The Customer - CASA

- Communauté d'Agglomération Seine-Amont (CASA): established in 2013
- Territorial public body "Grand Orly Val de Bièvre Seine-Amont" since 2017
- 670,000 inhabitants
- 24 communities



innovaphone IP222 IP phone

The Challenge

- Reliable VoIP system
- Modern administration of incoming and outgoing calls
- BRI connection to the provider SFR
- Analogue interface for administration of alarm system

Windows Server 2012 R2 and RDS environment. The myPBX clients for Android are currently being introduced and enable the employees to make use of all the benefits on their mobile phones that VoIP and Unified Communications have to offer.

The employees started using myPBX directly after its introduction. The staff values for example detailed information on the call records, personalised Favourites lists and voice reception. Call forwarding is quickly enabled with the identification of the right department and the correct contact person. With these processes, work flow and service efficiency have been optimised accordingly.

Objective: Anywhere Workplace with Complete Security

Salah Rimani, system administrator, explains: "In order to realise the communications infrastructure of a project with these dimensions, we needed a homogenous and comprehensive IP Telephony system which would be capable of managing the high volume of internal and external communication. With innovaphone's Unified Communications and VoIP solution, we now have reliable, highly scalable and cutting-edge technology from Europe."

The next steps will be the completion of providing myPBX for Android and the connection to other units of the territorial public bodies. Migration to the newest innovaphone Version 12 will be necessary to implement newest security features such as the innovaphone Reverse Proxy. The increasing communication volume from external sources indeed requires protection of the internal telephone system. innovaphone Reverse Proxy – integrated into the hardware from software version 12 onwards – can also be virtualized. This enables access to telephony resources from the outside with complete security. Objective of this migration will be the Anywhere Workplace with innovaphone.

The Solution

- innovaphone PBX across sites with innovaphone VoIP gateway IP305, media gateway IP1060, IP phones: IP110, IP111, IP222 & IP241
- innovaphone myPBX client for all UC applications
- myPBX client for Android is currently being introduced for mobile integration



innovaphone VoIP gateway IP1060

Benefits for the Customer:

- Reliable and secure VoIP system innovaphone PBX
- All modern UC functionalities
- Communication between different sites is free of charge
- Scalable system
- Mobile integration

At a Glance



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innovaphone AG

Böblinger Str. 76 | 71065 Sindelfingen | Germany
T +49 7031 73009-0 | F +49 7031 73009-9
info@innovaphone.com | www.innovaphone.com

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