



innovaphone Case Study

Municipality of Sant Bartomeu del Grau

Migrates to VoIP



**AJUNTAMENT DE
SANT BARTOMEU DEL GRAU**

“The pandemic required local governments to introduce and adapt new working and customer service models very quickly.”

David Puyol Pérez, mayor of the municipality of Sant Bartomeu del Grau

An outdated analogue telephone system that could not keep up with the municipality’s digitalisation process needed to be replaced:

The pandemic has brought new challenges to municipalities and the private sector alike in recent months. These challenges include, among other things, protecting the health of municipal officials and citizens, as well as ensuring normal operations in managing and offering citizen services.

“The pandemic required local governments to introduce and adapt new working and customer service models very quickly. Therefore, we needed a technology solution that would allow us to migrate to VoIP and quickly set up a secure communications solution – including mobile workplaces,” says David Puyol Pérez, mayor of the municipality of Sant Bartomeu del Grau. For this purpose, the town council of Sant Bartomeu del Grau, a municipality with around 900 inhabitants in the Comarca of Osona (in Catalonia), was equipped with a new innovaphone telephone and unified communications system, which forms the



technological basis for modernising communications and securely integrating workplaces at home.

IP PBX On Premises with modern Unified Communications functionalities:

The initial scenario for the project is typical: an outdated analogue switchboard that can no longer handle the functionalities of a modern telephone solution. In this case, maximum security as well as a smooth and simple step-by-step migration to VoIP were enabled by combining an



Modernization of the Telephone Systems with the VoIP and UCC Solution by innovaphone



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innovaphone IP311 gateway for the PBX functionalities and an IP0011 gateway for the installation of a reverse proxy; and new functionalities such as reporting or conference rooms were also introduced. Thanks to the innovaphone Video Conferencing and Unified Communications solution, it is possible to participate in the plenary sessions via myApps, even remotely. Regarding telephony, innovaphone IP232 design IP telephones with an extension module to access the favourites list as well as innovaphone IP112 and IP111 multifunctional telephones were implemented. The innovaphone Collaboration and Conferencing platform including the PBX currently has the lowest energy consumption on the market, which not only contributes to sustainability but also cuts electricity costs.

The new infrastructure, which was designed and implemented by the certified innovaphone partner Sidei, significantly simplifies the administration of the PBX system as the PBX is managed centrally (with secure access and convenient remote web browser access). The telephone software can be automatically updated via the innovaphone update server and it requires just a few clicks by the administrator to add or remove a user to the IP PBX and manage their devices and settings.

An open, scalable, secure, flexible and GDPR-compliant communications solution:

innovaphone myApps is a modern communication and work environment that enables users to remotely and securely access a variety of unified communications and collaboration tools via a uniform, simple user interface across different devices.

In terms of security, the innovaphone IP PBX, which carries the trust mark “IT Security made in Germany”, relies on its own operating system which is robust, fast and secure against viruses and trojans and has numerous integrated security mechanisms.