



CASE STUDY

CITY OF DIJON

INDUSTRY: City of Dijon, 40 independent sites, 2,500 workstations

CUSTOMER PROFILE:

In July 2006 the City of Dijon decided to replace its telephony system and benefit from a single telecom architecture and the offer of new services. The former telephone network was extremely fragmented, with 40 independent sites operating their own PBXs and switchboards. As a result maintenance costs were very high.

NEEDS:

- ⊙ Implement a new telephone system
- ⊙ Future-proof and cost-effective

SOLUTION:

- ⊙ 2 NeXspan® communication servers
- ⊙ 15 gateways in a network structure
- ⊙ 2,000 IP handsets, 350 analog terminals and 150 fax machines
- ⊙ The UCP (Unified Communication Platform) messaging system solution for 1,500 workstations
- ⊙ The CTI (Computer Telephony Integration) TWP (Telephony Web Portal) solution for 1,500 workstations
- ⊙ ACP (Aastra Communication Portal) contact center and M7430 management center

KEY BENEFITS:

- ⊙ A single architectural network
- ⊙ Productivity-enhancing CTI solution
- ⊙ Efficient management of up to 800 calls each day
- ⊙ Cost -effective

The City of Dijon needed a distributed architecture, based on IP and supported by a private 40 kilometer fiber optic network linking the main sites. The solution had to deploy valuable applications, such as a unified messaging and CTI for all PC users to integrate employee interactions on telephones and computers. It also needed to offer a single point of contact for external inquiries. The City of Dijon had been using different switchboards and a separate information service for the public

Aastra's solution was as simple in its overall design but comprehensive in its functions, thus matching the customer's needs. The system became upgradable in terms of its capacity and applications and allowed for the possibility of migration to a full IP network.

"The new telephone system offers a wealth of new opportunities for better communication with our citizens." — **Xavier Lenoir, Director of Information Systems, City of Dijon.**



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ABOUT TELEPHONY OFFICE-LINX

Telephony Office-LinX is a Unified Communications platform that integrates Messaging, Presence, Mobility, and Mass event notification into a single integrated solution. It is already tightly integrated with RIM Blackberry, Apple Iphone, & Symbian devices as well as, Microsoft Windows, Apple Mac, Pocket PC, Mobile PC, Exchange, Office, Terminal Services and Outlook. It can be administered directly from an organization's Microsoft Management Console or through Terminal Services over the web. Users can be managed through Active Directory and Group Policy.

ABOUT ESNATECH

Founded in 1989, Esnatech has been committed to developing advanced Unified Communication solutions that deliver core value growing organizations. Our mission remains to develop and provide industry leading communication solutions that integrate seamlessly with existing infrastructure and optimize the way businesses communicate. Esnatech communication solutions are designed for "real-time users" providing advanced features, investment protection, and platform upgrade capability without the planned obsolescence prominent in the communications industry. Esna Technologies powers over 40% of the telephony providers in the SMB market with it's messaging, mobility, and presence platforms. Esnatech markets and distributes their products through global OEMS and VAR partners in over 28 countries worldwide. For more information please visit www.esnatech.com.