

# CASE STUDY



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## THREE IN ONE: HIGH EFFICIENCY, SECURITY AND BETTER CO2 BALANCE

### ELBE-ELSTER REGION, GERMANY

The fashion designer from Berlin, the hotel manager from Dresden and the dentist from Leipzig may never have met, but there is one thing they have in common: all three of them love the Elbe-Elster region with its gentle hills, rivers and lakes that give the landscape its character. The administrative district, otherwise known as 'Elbe-Elster land', is situated in the border triangle between Brandenburg, Sachsen-Anhalt and Sachsen Regions. For many city-dwellers this idyllic pasture landscape is a popular destination to get away from it all. One quarter of the region consists of a nature reserve, the 'Heath of Niederlausitz'. In the same way as the local authorities care for and protect this area of outstanding natural beauty, looking after the region's citizens is priority too. In the last few years the need for data-protection has become more prominent and the Elbe-Elster authorities take it as seriously as sustainable economy and cost reduction without loss of performance. Thanks to the nfon solution it has been possible to realise all these important targets.

### THE STARTING POINT

With an area of almost 2000 square kilometres the Elbe-Elster region is more than six times the size of the city of Leipzig. In order to optimise communication processes between all the offices within the district and make administration of its 800 employees less complicated, more comfortable and less expensive, the local authorities decided to implement an extensive optimisation project in the area of telecommunications in the region. In six locations the existing telephone systems were going to be replaced simultaneously. After a detailed requirement and cost analysis and Internet research, a list of specifications based on cloud-technology was made for the new communications solution. The invitation to tender was restricted to this technology. This is because modern cloud solutions, in contrast to traditional

hard- or software solutions, are automatically updated to keep up with the latest technology and they cater for the high security requirements of district administration. Another crucial advantage is the fact that any number of locations can be run from one central administration unit.

### THE CHALLENGE

Ten cloud solution suppliers responded to the tender and after evaluation of the submitted bid responses, nfon was the front runner. The solution includes:

- nfon telephone system's attractive call rates
- performance characteristics relevant to the district, including:  
CTI, voice mail system for all participants, queuing for automatic call distribution, eFax, voice encryption (SRTP), telephone

conferences for up to 50 participants, snom terminals and analog adapters.

### THE BENEFITS

Choosing nfon has the following advantages for the Elbe-Elster district:

- Straight-forward operation for users and administrator
- Compliance with data protection regulations
- Complete flexibility with Pay-as-you-grow Tariff
- No investment in telephone equipment
- Relief of central coordination entities through queuing system
- Less commuting of staff between different business locations resulting in a better CO2 balance within the region

## **VOICE ENCRYPTION AND INVESTMENT PROTECTION THANKS TO CLOUD SOLUTION**

Tax money has to be used economically and where it is needed. Equally important is the protection of our citizens' data against unauthorized access. Therefore a high degree of data security and investment protection through secure voice encryption were essential criteria in Elbe-Elster District choice of a new telecommunications solution.

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**“Together with high level of availability, voice encryption was a vital part of our security requirements. The nfon solution fulfils our needs and offers a high level of efficiency.”**

Ron Lehmann,  
System Administrator,  
Landkreis Elbe-Elster

Further important selection criterion was the extensive performance spectrum including virtual conference rooms, comfortable call queues and voice mail boxes for messages to all participants.

## **A COMPANY-WIDE NETWORK FOR ALL EMPLOYEES REDUCES TRAVEL COSTS AND ADMINISTRATION**

It is a particular challenge for a system administrator to ensure smooth telecommunications between several locations when there is a separate telephone system (i.e. equipment) in each of them. If a malfunction occurs the system administrator has to deal with the problem on site, which often requires after hours site visit. For that reason central administration was an essential requirement for a new telecommunications system in the Elbe-Elster district.

Furthermore the new virtual conference rooms enable all internal or external employees to get together for a virtual telephone conference for up to 50 participants. This is not only time

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**“The cloud solution from nfon AG significantly reduced business travel between our offices, contributing to a better CO2 balance in our county.”**

Danilo Bachmann,  
Administrative modernisation and  
eGovernment, Landkreis Elbe-Elster

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efficient, but also considerably reduces travel costs, which fits in with the environmental policy, one of the main concerns in the Elbe-Elster region.



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**“The decision to go with cloud communications solution and the market leader nfon was definitely the way forward. The nfon solution gives us access to the latest communications technology and provides us with several updates of additional functions like ACD-performance characteristics. We are pleased to know that with nfon our future communications requirements will always be up-to-date.”**

Heike Heimes,  
Technology correspondent, Landkreis Elbe-Elster