

# CASE STUDY



## SIMPLICITY IS THE HIGHEST FORM OF COMMUNICATION

### THE TOWN OF GREVESMÜHLEN

He scored 48 goals for FC Bayern Munich and, while he played for them between 1996 and 2002, they won the German Championship four times and went on to win the Champions League. Carsten Janker is one of the recently well-known sports figures from Grevesmühlen near the sandy beaches of the Baltic seaside resort of Boltenhagen. Just as sport does, Grevesmühlen keeps its focus on people. The municipal authorities are busy renewing children's passports and booking wedding appointments; to help improve their efficiency they chose the nfon enterprise-class telephone system.

### THE STARTING POINT

The town of Grevesmühlen finds it very important to deal efficiently with the citizens' daily concerns. Applications for a place in the day nursery have to be processed as quickly as possible; those for planning permission are another priority to be checked promptly. In order to be more accessible for citizens, the town authorities decided to start looking for a new communications system in 2011. The town hall and the local museum had old telephone systems from different suppliers with dated technology which had to be replaced. The aim was to find an enterprise-class cloud-based communications solution that included all functions and security standards of modern telecommunications and was easy to use and manage.

### THE CHALLENGE

Grevesmühlen contacted various suppliers of cloud communications systems and asked them to present their solution. nfon responded instantly and supplied a trial system that was successfully tested in terms of efficiency, voice quality and security. The low investment and no contract scheme meant there was no need for a lengthy tendering procedure. Grevesmühlen decided to go for nfon. Their nfon setup includes:

- nfon telephone system's attractive call rates together with the most important performance characteristics for Grevesmühlen including: CTI, eFax, voice encryption (SRTP), phone conference capacity of up to 50 participants.
- snom 370 IP phone handsets
- Patton multi-port analog adapters to connect legacy fax machines

### THE BENEFITS

Working with nfon has the following advantages for the town of Grevesmühlen:

- Cost-effective scalability with Pay-as-you-grow tariff
- No need to invest in communications system hardware
- Full integration of multiple locations
- Straightforward and intuitive operation
- Each handset receives free software updates with latest features & benefits
- Analog adapter to connect legacy fax machines to the system
- All desired performance characteristics are included in one monthly service charge

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NFON  
nolless business communication



## THE NFON CLOUD SOLUTION IMPROVES COMMUNICATION PROCESSES WITH NEW PERFORMANCE CHARACTERISTICS – NO NEED FOR STAFF TRAINING

The City Council employees have a variety of duties comparable to those in a service company. There are constant phone calls to be dealt with and

**“Intuitive operation and the new performance characteristics of the nfon cloud solution help us to considerably improve our communication processes and work more productively.”**

Steffen Jahnke,  
System Administrator,  
Grevesmühlen City Council

telephone conferences are scheduled on regular basis. Written communication is conducted by email or fax. Efficient and smooth communication amongst the employees is a vital factor. For that reason simple and intuitive operation of the telephone handsets was an important feature for the selection team, along with performance characteristics like CTI, eFax and virtual conference facilities. The City Council has around 80 employees who should be able to work with the new system from day one without extensive training.

## QUALITY SERVICE IS OUR PRIORITY

Grevesmühlen citizens expect very high standards from their council with a variety of services ranging from competent funding advice for entrepreneurs to new street lighting. There is a variety of requests and swift and competent service is very well received. Grevesmühlen puts this service into practice and expects the same from the its business partners.

**“From the day we contacted them for the first time until today nfon has consistently provided excellent service both in customer care and technical advice.”**

Steffen Jahnke,  
System Administrator,  
Grevesmühlen City Council

By choosing nfon, Grevesmühlen has selected a company whose priority is excellent customer service too.



**“Working with nfon and their user-friendly cloud solution has enabled us to provide even better service for the citizens of Grevesmühlen.”**

Steffen Jahnke,  
System Administrator,  
Grevesmühlen City Council