

Customer Profile

- ✦ Norwegian government agency located in the centre of Oslo
- ✦ Approximately 500 employees
- ✦ Annual budget of 392 million Norwegian Kroner

Needs

- ✦ A secure, stable, effective and flexible communications solution
- ✦ Cost savings and environmental gains

Solution

- ✦ Existing MD110® Telephony Server Upgraded to Aastra MX-ONE® TSE (Telephony Server) 3.2
- ✦ Microsoft® OCS integration
- ✦ Integration of Microsoft® Exchange



Government Administration Services (G.A.S.) provides synergy for the Norwegian ministries by means of cost-effective and reliable shared services. These include cleaning, security, switchboard and postal services, as well as running computer systems and handling government publications. G.A.S. is responsible for optimising and developing its own and others' services. As such, the Ministry of Government Administration and Reform employs G.A.S. as a means of improving the way the national government works.

The old switchboard with equipment from 1987 fulfilled the requirements for security and stable operations for a long time. However, after 20 years of use, the telephony server was out of date and spare parts for the installation hardly existed any more. G.A.S. wanted a secure, stable, effective and flexible communications solution that would provide better customer service – and preferably be 'green' as well.

The existing MD110® telephony server was upgraded to an Aastra MX-ONE® 3.2 with a server-based solution. The 6,500 users are now able to keep track of which employees are available on the phone, at the office (in front of the computer) or on a laptop in a WiFi area. They are able to exchange documents and invite others to participate in virtual meetings. Video conferencing using web cameras is now also possible thanks to Aastra's new solution. All the phones and computer equipment remain the property of Government Administration Services, resulting in cost savings and environmental gains for the various ministries that use the technology.

Solution implemented by Atea.

Key Benefits

- ✦ Cost-effective
- ✦ Efficient employee communication
- ✦ Voice mail for all users
- ✦ Mobile-phone integration
- ✦ Secure investment for the future