



News release

DANISH MUNICIPALITY OF BILLUND IMPROVES SERVICES TO CITIZENS WITH IP TELEPHONY SOLUTION FROM AASTRA

26th May, 2009 – The Danish Municipality of Billund has installed a comprehensive IP telephony solution from Aastra, a leading company at the forefront of the enterprise communication market. Using Aastra's communications technology the municipality has been able to improve the productivity of its 2,300 employees, thereby improving services and response times to citizens. The new telephony solution is also scalable enabling the municipality to more easily connect its employees from across different locations in the region.

"Previously, we had a telephone system, which didn't work for us. It was also an IP telephone system, but it did not match our priorities such as improving services to citizens," says Kaj Erik Olsen, IT-manager for the Municipality of Billund.

Today, whenever a citizen rings the Municipality of Billund, its Aastra call control manager guarantees that the caller will be transferred quickly and their query answered efficiently.

The Municipality is using the Aastra 5000 telephone system which was provided by one of Aastra's channel partners, Jansson. A key requirement was that the system should be able to allow users to move seamlessly between the fixed-line and mobile network via IP telephony. Billund also wanted a solution which could provide presence indicators, and other advanced functionality such as group calling.

"The Aastra 5000 suited our needs and was within our budget. To give an example, we can now connect directly with our employees throughout the entire municipality, regardless of where they are working. Another highly useful function is that we can now see whether our workers are already on the phone or available to take a call using a presence indicator on the telephone system. This provides us with better and more effective communication possibilities. If an employee is busy, it might be a smarter idea to send him an email, or the system can automatically transfer a call to

another employee with the same skills, if they belong to the same group,” adds Kaj Erik Olsen.

The Municipality of Billund’s solution is based on proven and open standards-based Aastra components, and therefore provides all the possibilities for gradually adding new technical improvements in the future. For example, the Municipality of Billund is already contemplating setting up a call-centre solution for its switchboard. The proposed solution could quickly answer some of the most common questions sent to the municipality, for example issues relating to driver licenses and passports. The advantage is that by being prepared for the most frequently asked questions, the first employee on the switchboard can respond quickly and effectively rather than having to transfer the call to experts whose time could be better spent dealing with more demanding tasks.

“We had considered installing an automated telephone system with pre-recorded voice messaging, but decided that our citizens need a human point of contact at the end of the line,” says Kaj Erik Olsen.

Kaj Erik Olsen is very satisfied with the municipality’s telephone solution. He highlights both Aastra’s technology, which has completely met expectations, and the suppliers, who have taken their job very seriously and professionally.

”Aastra’s partner, who has been our supplier for the Aastra solution, has in fact delivered more than it promised in its offer,” says Kaj Erik Olsen. The installation itself took just a few days and the system worked as expected. The employees were duly trained on how to operate the system, which today is an integral part of the everyday life of the Municipality of Billund. “

The solution:

- Aastra 5000 call control manager
- One number on GSM
- PC-switchboard
- Unified Communications and Call Center solutions

Benefits:

Enhanced citizen service
Enhanced personal service
Enhanced overview of the telephone traffic among colleagues
Effective integration between the various communication technologies