

# CUSTOMER EXPERIENCE



## ABOUT MAIRIE D'HYÈRES- LES-PALMIERS

**Type:** Hyères is a municipality in France, covering 13,230 hectares, one-third of which is urbanised.

**Location:** France

**Configuration:** Mitel IP Solution

**Website:** [www.ville-hyeres.fr](http://www.ville-hyeres.fr)

## CUSTOMER NEEDS

- To upgrade the obsolete telephone system in the Hyères Town Hall by deploying a voice over IP (VoIP) system
- To implement VoIP initially for the main building, remote sites, for a total of 600 extensions
- To integrate with the existing telephone system to migrate at their own pace
- To pool operator lines for remote sites

*“As a technological town, Hyères was able to show that it was innovative by deploying a new-generation telecommunications network. We are proud to have risen to the municipality’s challenge. Our mature solution has allowed us to ensure optimal service quality, and each specific request was taken into account in order to provide the municipality with a custom solution.”*

– Lionel Hovsepian, Sales Director  
Continental Europe, Mitel

## Hyères-les-Palmiers Town Hall upgrades its telephone system to a VoIP system with Mitel Networks

### A new-generation project

Hyères-les-Palmiers Town Council decided to renew and expand the Town Hall building to house employees and elected officials, with a total of nearly 200 people. Three extra buildings have also been connected to the main building to accommodate approximately 350 people. As part of this project, Town Council wanted to modernise its telecommunications infrastructure and migrate to a voice-over-IP system.

One of the main objectives consisted of facilitating communications between employees and setting up homogeneous work tools.

The objective was to simplify the mobility of users following the last elections, a complete overhaul of the Town Hall was required and users were re-located to different offices and extensions in a transparent manner.

“Our PABX was becoming congested and more costly to operate. At the same time, the Town Hall building was being renovated, which allowed some freedom to rewire the building and plan out technological changes. Moreover, an additional challenge involved deploying everything within one year,” explained Bernard Barale, Head of the IT Department at Hyères Town Hall.

The migration project was launched in December 2004 whereas the new town hall building had to be up and running for the last quarter of 2005. One of the challenges was to meet the needs of the municipality within a given period of time, and especially to take into account all of the specification requirements.



**SOLUTION COMPONENTS**

- Two clustered Mitel 3300 ICP platforms with resiliency licences
- Mitel IP phones (type 5212, 5224 and 5235)
- Non-specialized telephone extensions using the Mitel Hot Desk function
- Mitel Unified Messaging
- Mitel Enterprise Manager administration software

**RESULTS**

- Retain existing investment with original phone system
- Cost-savings on free internal calls
- Improve customer service with Mitel Contact Centre Solution
- Scalable solution making it easy to add new users

Ten service providers responded to the bid of which three were chosen. Hyères Town Council decided on the Mitel® solution for its product offering, which precisely met the technical needs and its architecture could be deployed within the time required. Values such as service quality and respect of planning constraints were pivotal in the municipality choosing Mitel's proposal.

**Optimised Support**

One of the major requirements of the Hyères Town Hall was to ensure optimal quality and security of the telephone communications within the municipality. Through its native encryption feature, Mitel was able to propose a convincing solution, which would also protect extensions from any abusive use. Each extension has minimum configuration that authorises only internal and emergency calls. In order to be able to use all the functions of the Mitel solution, the user must first unlock the extension using a PIN code. This approach promotes mobility by allowing the user to retrieve his profile from any telephone. It was also essential to ensure telephone access to certain people, in particular the Mayor, even in the event of a major system failure. On certain critical extensions, therefore, security was reinforced using a switched telephone network (STN) interface integrated into the telephone extension, which helped prevent potential failures. Certain analogue lines – so-called red and / or emergency lines – were thus maintained.

Once the system was installed, optimised support permitted representatives to quickly become familiar with the new telephone functions.

Hyères Town Council opted for the Mitel solution and deployed a full infrastructure. This technical choice has enabled the municipality to service the sites being upgraded and to gradually migrate to full IP (there are still 400 isolated subscriptions). The objective for 2008 and 2009 involves migrating all remote sites to the Mitel solution to pool operator access and centralise communications to Town Hall. Hyères Town Council would like to move on to the next phase by exploring all functionalities offered by the Mitel solution. For example, the unified messaging system was first tested by a few pilot services before integrating it into the intranet network project. The municipality is currently working on a vast project with Wi-Fi coverage and extended links for the community.

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