Strasbourg Eurometropolis chooses Rainbow by Alcatel-Lucent Enterprise for high-performance, sovereign communications

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Enterprise

The Strasbourg Eurometropolis is a group of 33 municipalities, which includes the City of Strasbourg. With a staff of 6,700 permanent employees, Strasbourg Eurometropolis manages both the public services of Strasbourg City, such as sports, municipal police, culture, education and social action, and those of the Strasbourg Eurometropolis, including roads, cleaning services and urbanism.

Challenge

The Strasbourg Eurometropolis wanted to modernize its communications infrastructure with a focus on digital sobriety, while enabling new services such as mobile connectivity for its 6,700 agents and citizens. The Metropolis needed to ensure ongoing and reliable communication for teleworking and mobile agents while securing connections between users across buildings.

Other important considerations included making services quickly available for emergency devices and reducing the complexity of sub-networks and equipment in terms of deployment, availability and security.

With a focus on modernizing and rationalizing costs, the Strasbourg Eurometropolis chose Rainbow™ by Alcatel-Lucent Enterprise. After an in-depth analysis and a recommendation from its integrator, ECS Resadia, Strasbourg Eurometropolis selected Rainbow to optimize communications and facilitate collaboration among agents.

To ensure service efficiency, ECS Resadia allocated special Rainbow Attendant licenses to Strasbourg Eurometropolis Medico-Social Groups. The solution allows operators to create territory groups and join or leave a group when staff reinforcement is needed. Operators can handle large volumes of calls and have access to supervision of all users from the office or remotely, which was not possible with previous operator sets. The solution has resulted in time savings and increased productivity for front desk employees who are busy supporting many other tasks and services.
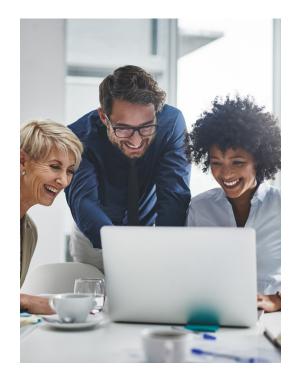
Sovereignty, budget control and ease of use

The solution was chosen for its cost-effectiveness, data sovereignty, proximity and ease of use:

- **Cost-efficiency**: Rainbow was a more affordable alternative to competing solutions, while offering a wide range of features
- **A modern local and sovereign solution**: Rainbow guaranteed data security and compliance
- **Ergonomics tailored to agent needs**: The solution offered an intuitive interface and a rich library of multimedia content to facilitate user adoption

" **We chose Rainbow from Alcatel-Lucent Enterprise first and foremost for budgetary reasons. Competing softphone solutions, such as Microsoft Teams, would have cost us two to three times more. We also wanted to choose a sovereign, local and modern solution. Ease of use was an important consideration for us, including a library of media, particularly videos that enabled quality support for our users** "

DIDIER GUYON, HEAD OF THE INFORMATION SYSTEMS INFRASTRUCTURE DEPARTMENT, AND DEPUTY DIRECTOR OF DIGITAL AND INFORMATION SYSTEMS, STRASBOURG EUROMETROPOLIS

Customer Story
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Integration and optimum interoperability

Rainbow integrates perfectly with the existing Strasbourg Eurometropolis infrastructure, including:

- OmniPCX® Enterprise and the existing telephone directory

- Microsoft Teams: status synchronization improves agent availability management

- Agent smartphones, enabling users to make mobile calls while using the corporate number, reinforcing exchange security and flexibility

- Citrix: With 56% of soft client terminals running Linux, Strasbourg Eurometropolis needed a solution that was fully compatible with Citrix. With ALE's expertise, the integration of Rainbow was a success, enabling smooth deployment without modifying the existing infrastructure, and optimized audio quality through remote encoding and decoding on user workstations.

Results:

With Rainbow, Strasbourg Eurometropolis can:

- **Ensure optimum continuity of public services**, even in times of crisis

- **Facilitate teleworking and agent mobility**, increasing efficiency and responsiveness

- **Reduce costs by opting for a local, sovereign solution**, while benefiting from modern, scalable technology

- **Simplify communications management** with an intuitive interface and appropriate support resources

> **The Rainbow solution integrates perfectly with our PBX, and in particular with our telephone directory. It also enables interoperability between the presence statuses of our current video conferencing solution, Microsoft Teams; for example, a user in a Teams meeting is indicated as 'do not disturb' in Rainbow. Rainbow can also be installed on smartphones, enabling our agents to call users and partners by displaying the corporate phone number rather than the smartphone number, thus paving the way for the use of BYOD smartphones.**

DIDIER GUYON, HEAD OF THE INFORMATION SYSTEMS INFRASTRUCTURE DEPARTMENT, AND DEPUTY DIRECTOR OF DIGITAL AND INFORMATION SYSTEMS, STRASBOURG EUROMETROPOLIS

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