![Alcatel·Lucent Enterprise]

Municipality of Pratteln, Basel-Landschaft

chooses a future-proof UCC solution to meet municipality needs today — and tomorrow

The municipality of Pratteln with about 17,000 residents is steadily growing. Until a new administrative building is realized, the municipality is relying on flexible workspaces — temporary, mobile or home-based. The move to provisional offices is happening dynamically and with minimal disruption, while maintaining high standards for both employee communications and municipal services.

CHALLENGES

As the municipality expands and modernizes, evolving work practices demand more flexible communication tools. The existing on-site system no longer supports today's hybrid model. The new unified communication and collaboration (UCC) solution delivers agility, remote connectivity, and streamlined management—replacing a fragmented alarm infrastructure with a unified, future-ready platform.

ACTION

The combination of Alcatel-Lucent OmniPCX® Enterprise Communications Server Purple and the Rainbow™ by Alcatel-Lucent Enterprise UCC platform, together with NewVoice's MobiCall for alerting, now optimizes the strengths of a UCC cloud solution. The migration to this new architecture was well planned and gradually implemented by the ICT service provider UMB together with the city's IT department.

The council now uses UCC in the office or on the move, cost-effective mobile communications with DECT and can coordinate alerts and evacuations in real time from any location with MobiCall, ensuring security and fast response times. An easy-to-manage new interactive voice response system and a range of team connections further simplify collaboration with and within the municipal administration.

SOLUTIONS

- Alcatel-Lucent OmniPCX Enterprise Communications Server Purple
- Rainbow by Alcatel-Lucent Enterprise unified communication and collaboration platform
- MobiCall
- MobiCall App

RESULTS

Technical Benefits

- Hybrid on premises and cloud services to meet security and user needs
- Fast and easy implementation
- Good interaction between communication and alerting services
- Numerous open interfaces, including for AI

Financial Benefits

- Excellent investment protection, operational and cost security
- Cost-effective mobile communications with DECT

Security Benefits

- High availability thanks to hybrid architecture and combination of UCC and alerting
- Efficient coordination thanks to MobiCall and MobiCall.app integration
- Real-time alerting and crisis management

User Benefits

- Efficient remote working from temporary offices or home offices
- Simple to use with rich functionality
- Flexible and easy-to-use speech dialog system
- A single integrated solution for all employees and locations
- Increased openness and stronger team collaboration

![Gemeinde pratteln]

Customer Reference

VERTICAL: PUBLIC SECTOR	COUNTRY: SWITZERLAND	ACCOUNT: MUNICIPALITY OF PRATTELN