

Tieto helps customer speed up large city's communications



When a major Nordic city requested tenders to update its existing telephony solutions, the aim was to improve staff productivity by making it easier to communicate among colleagues at any point in time. This would entail integrating different technical systems for mobile, IP devices, analogue, and the Lync client, to name a few. A telecommunications company won the contract. To build the solution, they turned to Tieto for help.

“Presence was a VIP function to have and the municipality didn’t have this at all. Presence speeds up the communication process since it makes it easier to find others and call at relevant times.”

Anna Brodd,
Tieto customer responsible

The business challenge: Availability and collaboration

With a staff of tens of thousands, the city is one of the country’s largest employers. The existing telephone systems had traditional functionality but needed to be modernised to meet demands for more collaboration and improved availability. Employees were using Microsoft’s Lync web application to hold meetings and keep track of time, but it wasn’t available to everyone. An integrated Lync solution would change that. The city had also requested a solution that would show the real time presence of its employees, which promised to speed up communications and lower productivity costs.

The Tieto solution: Many languages to decipher

A major challenge was that the city’s existing communication devices were based on different platforms and interfaces. The solution included the Tieto Presence Mediator, which enabled presence information to flow among different types of existing presence servers in the telecommunication company’s network. This allowed Microsoft Lync users, mobile users and IP Centrex (VoIP users) to share presence information among the different domains. The presence solution consists of line state (mobiles / IP), and reference and Lync status of all users. The display of presence would occur in mobile



phones, Lync clients, attendant applications, web interfaces etc. This real time information would reduce many unnecessary contact attempts and speed up communication.

Integration of systems

To solve the “presence” solution, and enable Lync overall availability, Tieto suggested integrating the telecommunication company’s fast and stable Centrex cloud solution and Tieto’s IP Centrex system and its Presence Mediator. It used Softphone for integration with Lync and added new software into the Tieto Gateway for forking and recording.

Tieto also implemented new functionality in the city’s existing telephony solution. Tieto’s IP Centrex integrated well since it consists of components where Tieto holds the IPR, the 3pp vendor equipment and the telecommunication company’s specific software. Tieto developed the presence mediator solution and extended its SIP Unified Communications Gateway by adding new VoIP services enabling one-number dialling to access multiple end-user terminals. The system can also be used in conjunction with apps running on smart phones, calls can be recorded and routed to a colleague, and contact lists can be accessed on any device.



**Improved
productivity
and time
management**

The city is one of the nation’s biggest employers.

Customer business challenge:

- Need for Improved availability
- Lack of a real time presence function
- Lack of an integrated Lync web client
- Need for an updated IT telephony system

How Tieto helped:

- New development of the Centrex system with its IP Centrex to include presence functionality
- Integration of Tieto Softphone with Lync client
- Forking service for simultaneous ringing of multiple terminals

What customer achieved:

- Improved productivity and time management
- Enabled a presence functionality for for the city’s employees to see instantly if a colleague is busy
- Lowered costs
- Opportunity to respond no matter where they are
- Ability to record calls in order to comply with legal requirements and handle threats
- Able to use Lync / Centrex for external and internal calls in addition to computer-computer traffic

The company

- The telecommunication company is part of a group with operations across the Nordic countries and elsewhere. It provides network access and telecommunication services that help customers communicate in an easy, efficient and environmentally friendly way.

Want to know more?

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