

# THE COMPUTERWORLD HONORS PROGRAM

## CASE STUDY



LOCATION:  
*Drancy, France*

YEAR:  
*2006*

STATUS:  
*Laureate*

CATEGORY:  
*Government and Non-Profit  
Organizations*

NOMINATING COMPANY:  
*Avaya*

### ORGANIZATION:

City of Drancy - France

### PROJECT NAME:

Communications Infrastructure

### Summary

The deployment of the Voice over IP, intranet applications and video - surveillance help the City of Drancy and the City Housing company to save money (by low or no local tax increases) provide security to its citizens and help merchants by providing security IP Telephony has also allowed the City to optimize productivity, and automate processes offering better services to the citizens

### Introductory Overview

The global search project of the City of Drancy was to find technological solutions to not only save money but offer more services to citizens. Some of the requirements were, reduce costs, provide a secure environment to the citizens and visitors, help increase commerce for city merchants by making the City a more attractive, secure place to do business and to improve productivity for a more efficient administration. The City of Drancy has the lowest industry taxes revenue in France compared to other cities of its size. Over 65,000 inhabitants live there and contribute as the main revenue for the City. The first step has been the migration of our costly and obsolete communications network which had limited functionality to an Avaya all IP Solution. The second step has been the installation of the video surveillance in the city, the shopping areas and the underground car parks which are rented by the city housing company. This installation came with a deployment of a fiber network all over the city in order to help city agencies increase communications and do that more quickly. The last step has been the development of intranet and groupware applications that allow all the city agencies to work more efficiently and quickly and with less paper.

### Benefits

The project was designed at the beginning to offer better services to citizens, to help them to feel safe and not to raise local taxes. work to generate important savings (about 140000 euros per year) instead of expensive classical telephony system. The flexibility of the Avaya IP Telephony solution is required during crisis situations. The



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City can now install a call center in 2 hours to help citizens get critical information with the Avaya Contact Center solution with Avaya Call Management System

Improved business processes. The way people are working has changed because of unified messaging. People are accessible through the email client with whom they can easily check their call messages, fax and email instead of leaving voicemails and waiting for replies.

The video - surveillance helps the police, the firemen and the city employees to work under better conditions and respond more appropriately. They can now view in real - time what the crisis is and

deploy the right equipment and the right team.

The housing company has had his revenue increases as a result of additional hiring of the parking garages. These savings are used to modernize buildings and add an extra level of safety

&#61623; The use of intranet software allow the city employees to use less paper(about 60000 sheets of paper per year), to avoid the use of cars to transport files or to go to meetings (replace by the use of instant messaging) and to be more efficient to answer the needs of our citizens.

### The Importance of Technology

The technology is the media that allow all these great improvements and the state of the art IP technology. Now all the communications and all the content is traveling through this media (phone call, video, fax, intranet software). The possibility that only one network can manage several

modules (voice, data, video) simplifies projects because we avoid having to deploy several networks. Now all the information of the Town Hall is transported by the IP network and it is now the heart of the converged information system.

### Originality

We were in 2002 the first city in France to use IP Telephony and unified messaging, and we are the most advanced city in the use of this technology. We are the only city in France which use all the network technology for IP Telephony because we use VPN ADSL, fiber network, Wifi and Laser beam. We use also Avaya IP Softphone PC and PDA. We are also one of the most highly respected cities due to the use of the intranet technology because most of our software is web-based.

### Success

The several projects have been achieved with success and are fully operational, so now the 65000 inhabitants of Drancy, the 1300 workers of the City, and the 9000 families who rent houses to the City Housing company are profiting of these improvements and the money savings we have done. These savings allows us to not raise local taxes and to invest in schools, roads and buildings improvements.

The audience was spectacle at beginning of the overall project but can now see the discussion



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about the projects have been transformed in facts and benefits for them.

### Difficulty

The most difficult thing of this project was to convince people that these changes are for good and the organizational changes will be profitable for both of us (workers and managers). It took one year to change people's minds about the intranet use for mail instead of paper and 3 month for the use of the unified messaging.

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