

Customer EXPERIENCE

ABOUT SAINT-AVÉ

- Saint-Avé is located in the northern outskirts of Vannes, in the Morbihan department
- The community has 10,312 inhabitants
- Size: 2,609 hectares. The urban area of Saint-Avé represents only 15 percent of the community's territory, while agricultural land takes up 680 hectares and natural areas cover more than 1,200 hectares
- Four business zones: Kermelin (36 ha), Le Champs des oiseaux (7.6 ha), Le Poteau (13 ha with 5 ha still available) and the tertiary zone of Saint-Thébaud (8 ha available)
- <http://www.saint-ave.fr/>

CUSTOMER NEEDS

- Reduce telephone system operating costs
- Improve officer mobility
- Merge the various communications tools through:
 - An IP-DECT mobility solution, which is more suitable than Wi-Fi in terms of security and performance
 - Independent internal management of the requirements of the installed IT base
 - Free internal calls
 - The need for standardized services and creation of a shared directory

“Centralizing our infrastructure management and improving the mobility of our officers had become our priority. Migrating to Voice over IP has given us complete independence in managing our fleet. Our officers have been extremely satisfied with the time they save every day. Finally, replacing the six autoswitches and many leased lines by a single Mitel IP-PBX promises a very rapid return on investment for the equipment.”

– **Christian Frey,**
IT and telephony manager,
Saint Avé town council



VoIP a great success! Saint-Avé's town council gains mobility and optimizes its budget

The community of Saint-Avé in the Morbihan region has seen its population grow fivefold in the last 40 years to 10,312 inhabitants. Over the years, many infrastructures have been developed. The town council manages the operation of the telephone system at several sites such as three school complexes, technical services, four sports halls, a seniors' home, a media library and a cultural center. Commune officers, primarily in technical services, are required to visit different sites, and thanks to the IP-DECT mobile solution chosen, they can be reached in any of the 16 municipal buildings that are connected by fibre optics.

“Centralizing our infrastructure management and improving the mobility of our officers had become our priority. Migrating to Voice over IP has given us complete independence in managing our fleet. Our officers have been extremely satisfied with the time they save every day. In fact, we have become avid users of the conferencing feature, which allows us to deal with a number of problems in real time. Finally, replacing the six autoswitches and many leased lines by a single Mitel® IP-PBX promises a very rapid return on investment for the equipment,” explained Christian Frey, IT and telephony manager for the Saint-Avé town council.

Five suppliers responded to a call for tenders. The Saint-Avé town council selected FASTNET as the service provider, with a solution built on equipment from Mitel.



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SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)
- 66 wireless handsets, including 32 IP-DECT OP27 high-functionality handsets
- A dozen wired handsets for use as switchboards at the sites (Mitel 5220 IP Phone)
- The hot desk feature proposed by Mitel

RESULTS

- Simple, rapid deployment in less than two months
- 50 percent savings in maintenance costs
- An estimated 30 percent return on investment
- Intuitive and immediate familiarity with the solution

The proposed Mitel solution responds perfectly to the needs of Saint-Avé's town council.

Deployment took place in less than two months without any problems.

The town council chose to migrate to an IP-DECT solution via the Mitel 3300 IP Communications Platform (ICP). Hervé Pellois, the Mayor of Saint-Avé, is concerned about providing his citizens with efficient tools to allow them to contact community services as easily as possible.

The town council's officers adapted seamlessly to the new features of the Mitel telephones very quickly, thanks to the intuitive interfaces and hot desk feature that allows the handsets to be taken along when officers must leave their desks. They especially like the ability to put up to eight callers (external or within the town council) on a conference call.

The Saint-Avé town council's successful migration to VoIP lies in the modernization of its network, which has been adapted to its new requirements: centralization, mobility and cost optimization.

Said Lionel Hovsepian, general manager of Mitel France, Sales Director, Continental Europe, Mitel, "Our expertise in the public sector allows us to understand the problems of town councils and local communities. Our solution is specifically adapted to their requirements. We are pleased to be able to help them modernize their telephone network."

Americas Headquarters Corporate Headquarters

Tel: +1 613-592-2122
Fax: +1 613-592-4784

Europe, Middle East and Africa Headquarters

Tel: +44 (0) 1291 430000
Fax: +44 (0) 1291 430400

Asia Pacific Headquarters

Tel: +852 2508 9780
Fax: +852 2508 9232

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

www.mitel.com



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