Seamless Migration to Modern IP Telephony for the City of Halberstadt

IANT delivered the VoIP/UC telephone system from 3CX as a starter system.
The so called „smooth migration" allowed for an interruption-free switch during live operation – and a rollout at their own pace.

Flexibility with 3CX

Once the legacy telephone system was discontinued, the City of Halberstadt needed a modern communications solution which could handle the diverse tasks of a municipality. From call queues that can master the daily call volume to critical emergency calls – the communication must be reliable and secure. A large advantage for the city was the so called „smooth migration." This allowed participants to be moved successively from the old system to the new VoIP system; all without a hard deadline. During this time both systems were running parallel. This allowed the city to take the migration process into their own hands and roll out the new VoIP telephones at their own pace.

The City of Halberstadt:

With 500 employees, the city administration for Halberstadt is one of the largest employers in this district within the Harz. Halberstadt is not only a hub for administration and service, it is also one of the largest locations for medical technology. Along with the 27 medical technology companies that are located in Halberstadt are many companies in nanotechnology, the food industry and mechanical engineering. The industrial zone right off the A 36 has a total area of three million square meters and is equipped with modern fiber optic cable.

"IANT delivered the concept and starter system for our telephony solution. We were able to take the migration process into our own hands and even save costs while enjoying the new features of a modern solution."

Picture: Stadt Halberstadt

Name: Clemens Schmieder, Head of IT Stadt Halberstadt

Why IANT?

Our expertise lies in standards-based IP communication. Our concept of smooth migration was particularly interesting for the city because a „hard cut" could thus be avoided. Because of this, and with the need for quick and highly qualified support, IANT became the point of contact for Halberstadt. The city administration could not do without a flexible and reliable telephony solution. Cost savings were also achieved through manufacturer independence – an advantage of Open Standards software.

Key Facts and Advantages for the City of Halberstadt

- Standards-based solution provides for vendor independence and low costs.

- Non-disruptive migration of 400 users from a Siemens TK-Anlage to the 3CX solution during live operation. The migration was handled at their own pace.

- Integration of many locations and city infrastructure: City Hall, library, fire department, etc.

- 3CX client software is platform independent and can be used on your smartphone or tablet with Android, iOS as well as PC or Notebook with Windows or Mac.

- Higher flexibility is achieved through dynamic call groups, hot desking, call queues and alarm concepts.

IANT GmbH

Tel: +49 5331 6794-0
Fax: +49 5331 6794-499

beratung@iant.de
www.iant.de

STADT HALBERSTADT

member of **GROUPLINK**