



# Success Story

Voice4Nds – the voice of digitalization  
IT.Niedersachsen driving the digital  
transformation with all IP.



IT.Niedersachsen

The State Government of Lower Saxony in Germany is actively shaping its digital transformation. IT.Niedersachsen, on behalf of the Lower Saxony Ministry of the Interior and Sport, launched the Voice4Nds project in conjunction with Unify to renew their communications network across the state administration structure in Lower Saxony.

## The Task

- Replacement of outdated and high-maintenance telecoms systems in Hanover and Braunschweig with a modern, IP-based communications solution
- Migration during live operation without impacting accessibility
- A highly reliable and secure communications solution
- Central administration of communication systems being replaced
- Efficient operation at calculable costs
- Introduction of unified communications and collaboration
- Provision of a central access level for all IP connection across all state authorities in Lower Saxony

## The Solution

IT.Niedersachsen selected Unify for this complex migration through a tender process. The project included:

- Implementation of OpenScope Voice
- Improving and accelerating processes with OpenScope UC Application
- Renewal of phones with OpenStage end devices
- Provision of value added services, including OpenScope Web Collaboration for digital cooperation
- OpenScope Concierge for professional attendant services
- Customized rollout support
- Communication as a managed service
- OpenScope Contact Center for service desk

## The Benefits

- Standardized provision of voice services with a central IP communications solution
- Use of value added services like direct telephone dialing from documents, web and telephone conferences, and integration of mobile end devices
- High level of reliability with geo-redundant solution
- Needs-based provisioning of communications services for better collaboration, e.g. audio and video conferencing
- Reduction of maintenance and operating costs
- Rapid response in the event of failure with Full Managed Services24/7
- Solid basis for future planning thanks to the modern, standard-based system architecture (of OpenScope Voice)

### **Digitalization for innovation**

Digitalization is clearly the innovation driver of the 21st century. At the same time, innovations without a certain level of digitalization cannot be realized. Only those who can manage the digital transformation will be able to keep pace with the next generation technologies, while remaining competitive and successful. The State of Lower Saxony sees great opportunities in digitalization for the future of this German federal state and its population. The shape of this digital transformation is to be socially equitable and regionally balanced - only in this way does the use of digitalization make sense.

A modern communications solution is enormously important in achieving the objective of a "Digital Lower Saxony." Above all, the state administration, which acts as an interface between citizens, authorities, and ministries, relies on a fast and smooth communications flow such as in the case of a natural disaster.

Until recently, the communications network inside the state administration for Lower Saxony

consisted of individual systems and telecoms equipment, which have been in use for almost 20 years. This outdated equipment meant increased maintenance costs and long repair times.

In 2014, the decision was taken to replace the communications network consisting of Hicom telecoms systems with a future-proof solution and to pave the way for all IP. IT.Niedersachsen, as a central IT provider for the state administration of Lower Saxony, undertook the task. The IT.Niedersachsen team, headed by Steffen Schönbrodt, drew up the requirements specification for the new solution.

"Operating a standardized and centralized communications solution like OpenScape Voice is more efficient and significantly more reliable than the earlier network made up of individual telecoms systems."

Steffen Schönbrodt, Head of Communications Services, IT.Niedersachsen

### **One number – all IP**

Instead of the outdated, line switching communications network, the new communications solution was to be IP-based and support open standards. Other major requirements of the communications system included a high level of reliability, future proofing, and scalability.

Migrating 37 individual systems to the VoIP system was to be done in stages - telecoms system by telecoms system - without impacting availability. This required close collaboration with Unify as the manufacturer of the earlier Hicom telecoms systems, so the project was put out to tender on a manufacturer-specific basis.

Unify responded to the tender with OpenScape Voice, a SIP-based error-tolerant speech platform with virtually 100% availability. The experts at IT.Niedersachsen were convinced of the futureproof nature of the solution, particularly by the standard-based, all IP oriented architecture, as well as the high availability of the platform, including a one number solution for mobile working.

"High availability is critical because it is the number one priority for our customers. We made the right choice with OpenScape Voice and the one number service. All IP can come!"

Steffen Schönbrodt, Head of Communications Services, IT.Niedersachsen

### **Sounding the starting pistol for Voice-over-IP**

IT.Niedersachsen sounded the starting pistol for project implementation at the end of 2014. The Lower Saxony Ministry of the Interior and Sport awarded the contract.





By mid-2015, planning and development for introducing OpenScape Voice was completed so that as the first site the Hanover Weights and Measures Office could be migrated to the OpenScape Voice.

Together with experts from Unify, the migration was carefully planned for all the other locations and nothing was left to chance. Ensuring that the various ministries remained permanently available was top priority because security-relevant facilities were migrated too.

Less than a year later, OpenScape Voice had been introduced at half of the locations to be migrated and the Hicom equipment had been disconnected.

“Our migration strategy is geared towards a seamless provision of telephony and not a race against the clock.”

Steffen Schönbrodt, Head of Communications Services, IT.Niedersachsen

OpenScape Voice has made the communications solution easier and more efficient to operate. The management tools in the speech platform enable central administration. Numerous activities like “Moves, Adds, and Changes” (MAC) are managed centrally. By contrast, the Hicom systems required the support of an on-site service technician for many tasks.

### **Maintaining contact with unified communications**

Innovative technologies geared toward the transformation of communication play an important role in the collaboration between the various ministries in Lower Saxony. In order to enable a dynamic interaction within the administration in the future, numerous communications channels will have to be orchestrated. The formula for success here is unified communications (UC).

IT.Niedersachsen attaches enormous importance to UC. The OpenScape solution set the direction of travel for a needs-based introduction of unified communications and all IP. For state administration employees, UC and all IP open up new paths in terms of cooperation and collaboration across locations.

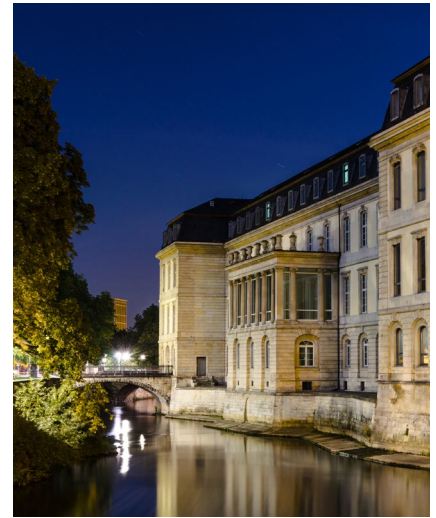
For example, telephone conferences and web collaboration enable virtual teamwork despite physical dispersion.

#### All IP migration

On the basis of state-of-the-art security technology, OpenScape Session Border Controller and OpenScape Voice are used to connect all locations across Lower Saxony to Unify's central all IP access level.

“We see all IP as an important cornerstone of our innovation strategy to elegantly encapsulate communication diversity and keep it all synchronized.”

Steffen Schönbrodt, Head of Communications Services, IT.Niedersachsen



#### About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

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