

## Customer Profile

- ✦ Danish municipality with a population of 26,126
- ✦ 2,300 employees located at several locations

## Needs

- ✦ Enhance the efficiency of the information flow
- ✦ Enable quick responses to citizens' queries

## Solution

- ✦ Aastra 5000
- ✦ One number on GSM
- ✦ PC switchboard
- ✦ Unified Communications and Call Centre solutions

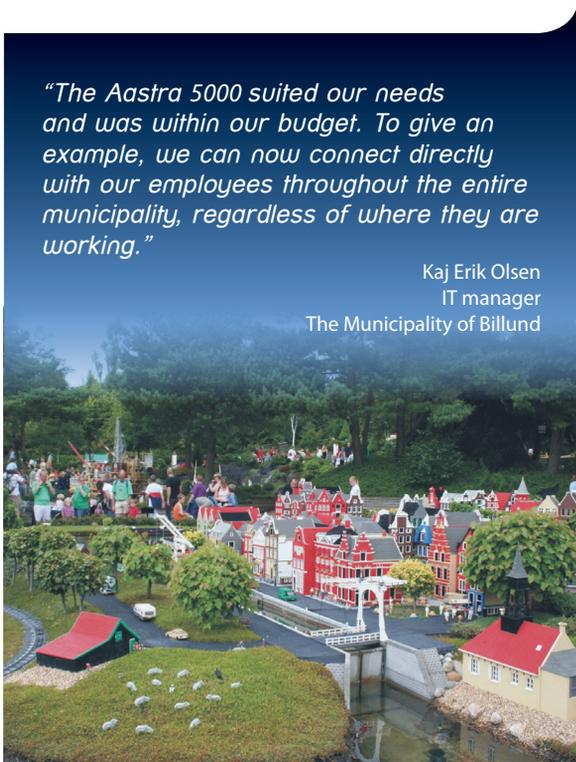
The Municipality of Billund is situated in the south-west of Denmark. It emerged from the previous municipalities of Billund and Grindsted after a restructuring process in 2007. Today, Billund has a population of 26,126. The local authority employs 2,300 people at several sites spread across the whole municipal area.

One aim was to enhance the efficiency with which information flows between the sites as well as within them. The Municipality of Billund needed a communications system to improve its services and response times to citizens. Whenever a citizen calls the local authority, a call-control manager should guarantee that the caller will be transferred quickly and his/her query answered efficiently.

The local authority is now using the Aastra 5000 telephone system. A key requirement was that the system allow users to move seamlessly between the fixed-line and mobile network via IP telephony. This solution also provided presence indicators and other advanced functionality such as group calling. The Municipality of Billund's solution has been set up on proven and open standards-based Aastra components and therefore provides all the possibilities for gradually adding new technical improvements in the future. For example, the local authority is already contemplating implementing a call-centre solution for its switchboard.

*"The Aastra 5000 suited our needs and was within our budget. To give an example, we can now connect directly with our employees throughout the entire municipality, regardless of where they are working."*

Kaj Erik Olsen  
IT manager  
The Municipality of Billund



## Key Benefits

- ✦ Enhanced personal service for local citizens
- ✦ Enhanced overview of the telephone traffic among members of staff
- ✦ Effective integration between the various communication technologies