

iPECS providing a reliable solution for the Justice Center of Muenster

About the client

The justice Center of Muenster is a large public administration complex located in Midwest Germany. More than 1,200 employee work here and it consists of the public prosecutor's office, district court and the higher authority court. The center encompasses a total of 5 buildings, which are all connected and utilizing one telephone communication system.

Summary

The client's telephony system was outdated and required repairs frequently and had problems with the voice quality. With the reliability of Ericsson-LG Enterprise and K-1 in Germany the client inquired about a solution. The iPECS UCP with digital terminals was recommended since the customer had an existing digital telephony infrastructure and no IP terminals could be used. This allowed them to be prepared for future technologies by installing a hybrid solution now.

Challenge

The customers existing infrastructure in the building was for digital telephones and fiber optic cable for the computer connections. Among other things, the fax machines needed to function through the communication solution and be able to receive three faxes simultaneously.

Another focus was in times of an emergency providing collectively a function to notify more than 1000 people in different parts of any building of the emergency so everyone could evacuate safely. The communication system must guarantee stability, for such measures system redundancy back-up was required.

Product

Platform

- iPECS UCP

Application

- iPECS Attendant

Terminal

- LDP-9200 series



Over 1k Ext.



Government



iPECS UCP

Justizzentrum
Münster



Justice Center
of Münster

Justice
center of
Muenster

"Citizens can now reach public services
better than ever and, above all, without
any distorted communications."

— Justice Center of Muenster, Germany

Solution

- iPECS UCP was deployed with redundancy back-up to ensure the system's reliability
- Installed over a thousand terminals of iPECS LDP-9200 series digital phones
- Multi-sites centrally managed by one system
- iPECS IP Attendant used for call handing and management
- Fax machines connected and managed by iPECS solution
- Emergency alarm group set up for collective notification and evacuation

Benefits

Justice Center of Muenster now benefits with the high availability communication system that provides total control over its uses and is ready for emergencies. Citizens can now reach employees better without poor call quality on the phones. The client went through a number of emergency exercises to evacuate the vast population and it turned out perfectly successful.

- Citizen's benefit from better call quality to the public officers with clear communications
- The workers at the justice center feel much safer through successful evacuation exercises ran by iPECS solutions
- Multi-site central management and the iPECS IP Attendant reduces man power resources and simplifies the work-flow