

# Communications systems from Alcatel-Lucent

HELP NORWAY'S MINISTRY OF FOREIGN AFFAIRS  
CONNECT ITS EMPLOYEES AROUND THE WORLD



CASE STUDY

MARKET: GOVERNMENT

COUNTRY: NORWAY



Alcatel-Lucent communications provided by Intelcom enable Norway's diplomats to stay in touch with colleagues and family from anywhere in the world



UTENRIKSDEPARTEMENTET

Diplomats for Norway's Ministry of Foreign Affairs must travel the world in their jobs. Staying in touch with their colleagues in Oslo and their families will be much easier thanks to a centralized telecoms system from Alcatel-Lucent.

## TEAM AROUND THE WORLD

Norway's Ministry of Foreign Affairs (MFA) has approximately 110 locations around the world, with many people based in these sites or travelling between them and other parts of the world. With staff scattered in so many locations around the world and travelling around, staying in touch is crucial, both for their work and also to communicate with friends and family. In the past, such communication has been restricted by the cost of the calls and the varying quality of local communications infrastructure. Jone Østebø, Senior Network Architect, of the MFA explains: "The very important

thing for our users is to keep in touch with their friends and family back home in Norway. They will now have the possibility to call back home and talk to family over the IP network. Before, there were restrictions on how much they could call back to Norway because of the cost."

## KEEPING UP WITH DATA

All MFA's data systems already use fiber optics and are centralized in Oslo. In contrast, the systems for voice traffic have been scattered and variable, with plenty of old cabling. "We needed a centralized solution and one that could supply us with both IP telephones and

digital telephones," says Østebø. "We also needed a gateway at each site because we are there to be the sales provider for the local public in the country."

"The most important thing is that someone working at one of the embassies or consulates is able to get in touch with the people back home."

Jone Østebø,  
Ministry of Foreign Affairs, Norway



## Case study • Government • Norway

Another important criterion was to have a system that could be integrated with MFA's IT system, which is based on Microsoft Active Directory. "We will also have presence for all of our employees so people working at embassies will have the possibility to see who is available of the persons in Oslo that they are trying to reach," adds Østebø.

With its employees always on the move, mobility is another important requirement for MFA's telecoms system. The system it picked includes a mobile phone solution based on Wireless LAN solution. It uses dual-mode handsets based on both wireless and GSM and will also have a roaming feature between GSM and wireless. In addition, the remote access point technology from will provide mobility for users in Norway.

"The reason why we chose Intelcom and Alcatel-Lucent was that they offered the best product for the price," continues Østebø. "Intelcom was the only vendor and player in the bid that had good reference on using IP telephony over satellite communication and we are using satellite communication on remote sites."

### BEHIND THE SCENES

Rollout of the new system is expected to finish soon. Fredrik Andersen of Alcatel-Lucent Business Partner Intelcom explains some of what is involved: "They have a lot of single sites installations for old PBX (Private Branch Exchange) systems. MFA will move to a more centralized solution like it is using for IT systems today. We offered MFA a centralized redundancy installation in Oslo and, for remote sites, we offered a



intelcom

"It is very important for us to have a good dialogue with Alcatel-Lucent in Norway because they are helping us to win big contracts with, for example, MFA."

Fredrik Andersen, Key Account Manager, Intelcom

media gateway from Alcatel-Lucent via a passive communications server. Another very important criterion for MFA was the encryption for both voice and signaling traffic and Intelcom offered the joint solution from Alcatel-Lucent and Thales for this."

### A WINNING SOLUTION

Jone Østebø sees plenty of advantages in the new system for MFA. "One of the big things is that I have a globally advanced solution." He is also pleased with the cost benefits of the new system. The centralized system and the use of cross routing to find the cheapest routes for calls both help to bring down the costs.

The new system also promises to be far more reliable than the local systems that MFA currently has to use for voice. Employees around the world, as well as local staff in Oslo, should all benefit from high-quality voice calls, thanks to Intelcom and Alcatel-Lucent.



### CHALLENGES

- Workforce scattered around the world, where local telecoms services might be unreliable and expensive
- Need for reliable, cost-effective communications system to communicate with colleagues and family members
- Needs to be integrated with IT infrastructure

### SOLUTION

- Alcatel-Lucent **OmniPCX™** Enterprise, including Media Gateway supplied by local Business Partner Intelcom

### BENEFITS

- Centralized system based in Oslo and integrated with IT infrastructure
- Cost-effective, high-quality calls from anywhere in the world
- Wireless mobility over wireless LAN and GSM networks
- Encryption for both voice and signaling traffic