

SUCCESS STORY

VOLKETSUIL

DAS SIND WIR

Municipality of Volketswil
Installed by com4all AG

The municipality of Volketswil put a new telephone system into operation in October 2022. Why did you need a new solution?

There were several reasons. Our old solution was a classic telephone system with very limited options. We had no freedom to configure the system according to our needs. In addition, we were dependent on the provider. Every adjustment, no matter how small, had to be carried out by our system administrator. As you can imagine, this was associated with high costs every year.

Can you describe the selection process for a new provider?

As this was a replacement purchase for an existing solution and the total costs were too low for this, no official tender process was necessary. In a first step, we evaluated all solutions that came into question for us. I looked at the offers and had initial discussions with the various providers. In a second step, we asked for offers from three candidates - and it quickly became clear that we wanted to work with com4all and peoplefone.

What tipped the scales?

The flexibility and the costs. As a municipal administration, it is important for us to be able to carry out certain configurations on the telephone system independently and efficiently, such as the administration of incoming and outgoing calls. The 3CX system we chose offers us this flexibility and was the most cost-effective solution, both in terms of initial costs and follow-up costs for maintenance. Moreover, it is a cloud-based solution that matches our overall IT infrastructure. We haven't had any in-house server systems for a few years now.

Do you have special requirements for telephony?

Yes, because we have numerous external offices: Fire brigade depot, works depot, day nursery, sports centers, etc. We must be able to network them with each other. That's why only a VoIP solution came into question for us. The 3CX app offers us great support because the employees of the branch offices are often on the road and not sitting at an office desk. I'm thinking here, for example, of the caretakers or the employees of the depot. And finally, many of our employees regularly work from their home offices. It goes without saying that accessibility must be guaranteed for everyone, regardless of location.

In addition to the 3CX PBX, you have also installed the so-called VoIP Manager from com4all. What does it do?

It is a tool that com4all has developed and which simplifies our annual and holiday planning enormously. With the VoIP Manager, telephone announcements for certain absences can be created, scheduled, and activated in advance. Our different departments sometimes have different opening hours as well as holiday and public holiday absences. So that our customers know when an area is not available, for example during school holidays, we prepare corresponding telephone announcements. On the old telephone system, we had 35 announcements each, which we had to record anew every year. That cost us about 40 hours of work every year. That's absurd!

And how does it look today?

With the VoIP Manager, we now handle the process much more efficiently because we can plan ahead and only have to record some announcements once. 1 May and 1 August, for example, are free every year if they don't fall on a weekend. Although my colleague and I did it for the first time this year and still needed some time, one working day was enough for us. So, the introduction of VoIP Manager was definitely worth it for us.

How did the changeover to the 3CX system go?

Everything went very smoothly and efficiently. Apart from a few difficulties on the user side, there were no disruptions. The whole project took about three months, which is a short period of time with over 220 users. Moreover, the first systems were already in operation after six weeks - parallel to the old solution. This meant that the employees were already able to use the new system and were therefore already experienced users on day X.

What do you say about the cooperation with com4all and peoplefone?

As a provider, peoplefone is a very good partner for us because they are reliable, uncomplicated, transparent, and cost-effective. And with com4all we have a very cooperative partnership where you can discuss proposals together. I very much appreciate this attitude, which goes far beyond "on demand". All this makes com4all a very professional, reliable, and responsive company.

Interview conducted with Andreas Fritsch, Head of IT, Volketswil Municipal Administration