



EXECUTIVE SUMMARY

Customer Name:
Gemeente Maastricht

Industry:
Local Government

Location:
The Netherlands

Number of Employees:
1,350

Business Challenge

- Desire to create a productive working environment in the new City Hall
- Need to manage costs of fixed-mobile integration

Network Solution

- Cisco fixed LAN, wireless LAN and Unified Communications solution, integrated with Nokia E60 dual-mode telephones
- Three-year operating lease based on Cisco Lease Programme for Local Government (Netherlands)

Business Results

- Provided an environment that helps improve service delivery by supporting mobile working
- Enabled council to install the technology it wanted, when it wanted, without creating pressure on budgets

Flexible Finance for a City Council on the Move

Cisco Capital helped Maastricht City Council to resolve an unexpected problem and equip its new City Hall with integrated communications

Business Challenge

Maastricht is the capital of the province of Limburg, in the south-east of the Netherlands, and one of the country's oldest cities. Situated in the centre of mainland Europe, Maastricht was the location of the signing of the Treaty on European Union in 1992. The city has 125,000 inhabitants whose affairs are managed by a progressive municipal council.

In 2005, the council commissioned a new City Hall building with office premises for 900 employees. The objective was to create a 'flexplace' environment with unassigned desks and seating areas that would help lower the council's operating costs by reducing the amount of office space it required. Another goal was to encourage productivity improvements, and help enhance public service delivery, by giving employees more control over when and where they worked.

A flexible networking and communications solution was essential to support this innovative approach to mobile working. The council had already decided to provide its workforce with Nokia E60 dual-mode telephone handsets which would enable

employees to use one handset and telephone number for all their calls. The objective was to integrate the Nokia E60 with the council's IP telephony network so that the handsets could be used both on a wireless LAN inside the office and on cellular (GSM) networks outside the building.

Network Solution

Just eight weeks before moving into the new City Hall, the council learned that the chosen WLAN and IPT solution would be ready for deployment two months later than originally planned. The council was facing the very real prospect of bringing its employees to new premises without being able to provide them with a working telephone system.

"We were under a lot of stress because it was vital that the phones should work immediately after the relocation on 1st May. That is very important for a public authority," says Leon Geilen, Project Leader for Innovative Housing at Maastricht City Council.

At the council's request, Cisco arranged a demonstration at short notice of a solution based on Cisco Unified Communications and a Cisco wireless LAN. IP telephony services running on the Cisco platform were fully integrated with the Nokia E60 phones that the council had already purchased. Not only was the Cisco solution fully functional, it could also be implemented within the council's timescales.

“It’s very difficult being confronted with additional costs at the last moment. Fortunately, Cisco Capital’s financing programme offered very favourable terms and allowed us to spread those costs over 36 months. This made it much more economical for us to lease the equipment from Cisco than to obtain financing elsewhere.”

-Leon Geilen, Project Leader for Innovative Housing, Maastricht City Council

At this stage, only four weeks before the move, another problem arose in the shape of budgetary restrictions. “The availability of the Cisco solution gave us a vital fall-back option,” Geilen explains. “Unfortunately it also brought with it a problem of extra costs which we had not originally anticipated.”

Cisco Capital proposed a three-year operating lease based on the Cisco Lease Programme for Local Government (LPO) which has been developed specifically for the Netherlands. The LPO offers government agencies access to a special financing scheme under the terms of which they can finance Cisco equipment for a period of three, four or five years. In many cases, the sum total of all the repayments is lower than the total investment amount. The programme also protects customers’ investments by allowing government agencies to upgrade the equipment to the latest version at a time of their choosing.

Maastricht City Council was happy with this arrangement. “We were very pleased that Cisco was able to meet our needs at such short notice,” says Geilen. “The excellent financial terms were an added bonus.”

Business Results

The Cisco Capital financing enabled Maastricht City Council to complete the move to its new City Hall premises on time, thus avoiding potential disruption to the efficient delivery of public services. The council was also able to acquire the communications solution it wanted and to create a more productive and flexible working environment for its employees. When unforeseen circumstances arose, the deal from Cisco Capital took away the pressure on the council’s budgets by removing the need for unplanned capital expenditure.

In technology terms, Cisco offered the certainty of a proven solution that was immediately available, with no need for further delays, equipment modification or testing. The Cisco Unified Communications Manager application provides the council with secure IP telephony services on both its fixed and wireless infrastructures. Wireless connectivity is provided by Cisco Aironet wireless access points located around City Hall.

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Technical Implementation

The fixed Cisco LAN interfaces with Cisco Aironet Wireless Access Points to provide wireless access throughout the building. The Cisco Unified Communications Manager software handles all mobile call processing over a converged infrastructure. Nokia Intellisync Call Connect for Cisco enables the council's Nokia E-series dual-mode handsets to work on the Cisco wireless infrastructure with Cisco Unified Communications Manager and on cellular (GSM) networks outside the office.

The Cisco Aironet Wireless Access Points deliver essential features such as roaming, authentication and battery management to the Nokia E60 handsets over the Cisco WLAN. In the case of battery management, for example, the handsets make fewer searches for the nearest access point in order to consume less power.

For More Information

To find out more about Cisco Capital financing solutions, please visit

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