

# Graz



## Customer

Graz Magistrat, Austria

## Industry

Government

## Challenges

- Cost control
- Cost-effective management

## Solution

- State-of-the-art management solution
- Web-based, accessibly from anywhere in the network

## Results

- Cost-effective management
- Advanced security
- Scalable
- Easy to use

[www.graz.at](http://www.graz.at)

The city of Graz is situated in the South of Austria and is the capital of the Steiermark Province. Graz is the second biggest city of Austria. In Graz you can find many industries and manufactured products, such as steel, railroad equipment, leather goods and it is a considerable centre of trade in wine, cereals and fruit.

## Challenges

Graz Magistrat, the city council of Graz, has a network of 18 iS3000 PBX systems, with approximately 2,500 extensions. Graz Magistrat was looking for ways to control costs when PKE Electronics, suggested an upgrade of their existing network to the latest management solution, MA4000.

MA4000 is the central management solution for traditional, IP and hybrid networks and gives the customer the ability to manage their communication system completely.

## Solution

Vienna-based PKE Electronics AG upgraded the telecommunication network of Graz Magistrat with the MA4000 for managing the network and the MA4000 Expense Manager (MAS9) for controlling costs. The MA4000 is designed to increase overall productivity, while at the same time delivering flexibility and simplicity to IP Telephony administration.

The MA4000 Expense Manager provides pro-active and policy-based solutions ranging from customer care to billing. Classic call accounting is available for all voice calls, including voice over Internet (VoIP) calls. According to PKE Electronics Product Manager, Ferdinand Gahr, the client could previously use only a handful of workstations to make daily changes in the PBX systems. "But thanks to MA4000, all 18 PBX systems can now be managed from any computer in the network and the GUI of the management portal provides easy access to the underlying SQL database."

The implementation was virtually problem-free. Graz Magistrat expects to update to the latest release of MA4000 soon, and benefit from its new functionalities.

## Results

- Because it relies on a single point of administration, the MA4000 integrates seamlessly with the existing management structure and thus acts as the “front end” of the entire communications network.
- Powerful tools allow it to pre-define default configurations for stations, users and mailboxes.
- Thanks to pro-active, real-time fault management, it can actually prevent network problems before they start, while advanced security is ensured by end-to-end encryption, rapid disaster recovery, intrusion detection and toll-fraud prevention. The MA4000 – which is fully in line with NEC’s UNIVERGE360 approach to communication – is also compliant with common industry standards.
- Finally, unlike many management applications, MA4000 won’t sentence IT technicians and managers to weeks of expensive training. Its webbased GUI is easy to use, drop-down lists simplify terminal provisioning and management, and basic moves, adds and changes can be handled with an intuitive wizard interface.

## About

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