

CNIPA Chooses Avaya to Innovate its Communications

Challenge

The growing need for CNIPA (the Italian National Centre for Information Technologies in Public Administration) to communicate effectively with its users has resulted in the requirement for a single flexible infrastructure to converge data and telephony.

Value Created

- Significant improvement in CNIPA's communications capacity
- Increase in user productivity
- Savings in the time and costs associated with communications

The Italian National Centre for Information Technologies in Public Administration (CNIPA) operates within the Presidency of the Council of Ministers in order to implement policies from the Minister for reforms and innovation in Public Administration.

CNIPA's main purpose is to support public administration in the efficient use of information systems to improve quality of service and control costs in administration. In short, CNIPA coordinates the planning process and the main development measures, ensures that the objectives and results of public administration innovation projects are coherent with Government strategy and oversees the implementation of important projects for technological innovation in public administration.

The Challenge

In an increasingly interconnected world in which the need to communicate quickly is more and more important, the use of technologies that can guarantee intelligent, functional, simple and effective communication is indispensable.

Choosing Avaya addresses CNIPA's need for a single, flexible infrastructure to converge data and technology.

The Solution

CNIPA has implemented the Avaya IP telephony and unified messaging solutions in order to strengthen communication methods for its 250 telephone users at its head office in Rome.

The Avaya solution also responds perfectly to CNIPA's need to test, use and propose innovative communication technologies with a suitable quality-price ratio.

The Advantages Identified

The installation of Avaya technology has noticeably improved the efficiency and speed of employee communications across departments to support CNIPA's primary purpose which is to identify, test and propose innovative communication technologies for public administration departments across Italy. The solution has delivered savings in the time and costs associated with communications, derived from intelligent call routing integrated within the corporate network.

An intuitive user interface has enabled CNIPA to benefit from advanced mobility capabilities such as providing "one business number" extending from the office to the mobile phone or providing easy access to telephony features such as abbreviated extension dialling, multi-party conferencing, call transfer, voice mail forwarding, group call features and call forwarding.

Also, the application gives users a business and a personal profile with respective bills to eliminate the need for manual separation of business and private calls. The application has allowed CNIPA to centralise control of landline and mobile phone costs.

"CNIPA's aim is to discover the most innovative technologies in order to improve all aspects of public administration. Facilitating more effective communication is a key part of this focus" said Stefano Paolucci, Head of Information Systems at CNIPA. "IP Telephony is a technology that we ourselves are using and, in view of the results we have seen, we recommend this to other public administration departments".

“From the moment Avaya started working with CNIPA, we have been continuously amazed by the planning, clear objectives and timeliness with which the IT group, led by Stefano Paolucci, has introduced the new communications services aimed at growing internal productivity and improving communications with the outside world. CNIPA has become one of our main clients for “testing” any new Avaya solutions, which are to be released in the IPT and fixed mobile convergence sectors. This greatly contributes to making these solutions more closely matched to market expectations.”

— Patrizio Di Carlo (Direct Sales Director Avaya Italy)

ABOUT CNIPA

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ABOUT AVAYA

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90% of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centres and CEBP (Communications-Enabled Business Processes). Avaya Global Services provides comprehensive service and support for all companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.co.uk>.

Applications	Systems	Services
<ul style="list-style-type: none"> • Communication Manager 4.0 • Integrated Management • one-X Mobile Edition (single-mode and dual-mode) • Custom WML applications on IP Phones 	<ul style="list-style-type: none"> • IP-PBX based on Avaya S8720 Server and Avaya G650 Media Gateway • SES SIP Enablement Services • Avaya 1600, 4600, 9600 and 3600 Wi-Fi IP Telephones • Avaya and Extreme networking equipment • Extreme Wireless LAN • INTUITY® AUDIX® Voicemail 	<ul style="list-style-type: none"> • AGS –implementation/configuration • Professional Services • Maintenance Services

For more information on using Intelligent Communications solutions to revolutionise your organisation, contact your Avaya Client Executive or Authorised Avaya BusinessPartner. You can also find more information on our website www.avaya.co.uk