



Veolia Energie has implemented an uninterrupted communication system with minimal costs.

"Voice communication at Veolia Energie is provided by a modern, unified, and highly available communication system across all sites and hybrid communication networks."



Jiří Jůza
Asset Management Specialist, Veolia Energie

1. REQUIREMENTS

- Modernize a telecommunication network while protecting prior investments as much as possible
- Centralize multiple separate exchanges to a single site and ensure **unified administration**
- **Uninterrupted operation** 24/7 and with high system availability
- **Redundant site connectivity**
- The ability to **record calls** in compliance with effective legislation

2. SOLUTION

- Interconnect hybrid communication networks to ensure unified analogue, digital, and IP communication with **unified central management** and mobile phone integration
- A geographically redundant multi-tier infrastructure operation
- Modern SIP communication supplemented by backup ISDN lines
- The ability to **record mobile phones**

3. RESULTS AND BENEFITS

- Communication network modernization implemented with the system in full operation
- Six exchanges in fourteen sites transferred to a single central location
- Significant cost savings due to the **backward compatibility** of Avaya technologies
- A backed-up and redundant communication system with **uninterrupted operation capability**
- Central management and confirmation from a single place

Voice communication

The Veolia Energie Group is one of the most important producers and suppliers of heat, chill, electricity, and other energy commodities in the Czech Republic. It provides energy services to cities, municipalities, and their inhabitants, medical and school facilities, industrial enterprises, and public institutions.

This is why they must make sure that their system can operate in all circumstances. To achieve this goal, they needed an uninterrupted communication system. Such a system must work flawlessly, especially in mines, where in some extreme cases the lives of employees might depend on it. On top of that, there are challenging legislative requirements that must be met.

For several years, Veolia Energie has been operating a communication system in the Czech Republic connecting six partially separated exchanges in fourteen locations. It was a technical solution supplied and managed by Soitron for many years. As a part of its evolution, the system was modernized during a system upgrade. As a long-term partner of Veolia Energie, Soitron was also involved in the implementation of some of their other IT projects, during which Soitron's experts and Veolia's representatives regularly discussed possible upgrades, innovations, centralization, and options for increasing the system's availability.

After winning a tender, we successfully upgraded and centralized all their existing systems and migrated them to a secure connection with operators via the SIP protocol.

For Veolia Energie it was very important to protect their prior investments as much as possible but at the same time to also achieve the full support of hybrid networks using digital and analogue protocols, in addition to the SIP protocol. "A modern and highly available georedundant solution with central management and administration, and with hybrid support for IP and digital protocols and analogue lines, ensured the highest possible investment protection yet allowed the customer to choose any preferred communication means in all locations," explains Jan Jiříčka, a Business Consultant at Soitron.

Modern communication with investment protection

Soitron has a long-standing partnership with Avaya, a leading telecommunications supplier, and has maintained the status of a sapphire partner. Avaya technologies have been deployed at Veolia historically and used also for the telephone exchanges' upgrade. The great advantage of their technology is its backward compatibility.

Older telephone gateways or cards can work with newer ones and vice versa. There

is therefore a two-way compatibility. It is also possible to combine analogue, digital, and IP phones in a single network, and to upgrade communication card software.

"Avaya is one of the few vendors that do not completely change the architecture in new generations of their communication technologies. This is an invaluable advantage for customers and integration partners. It is not necessary to replace everything, which positively affects the overall price," says Radek Krautschneider, the Senior Technical Engineer at Soitron, in highlighting the benefits of this solution. He was involved in the modernization of the network at Veolia Energie.

For one thing, the thought-out compatibility of new generations of technologies made it possible to keep a number of analogue telephones installed in mines and connect them to a new modern core. Another benefit of Avaya is that it offers universal licences. This meant that it was not necessary to buy new licences but only to upgrade the existing ones. *"Investment protection and backward compatibility are part of our strategy aimed at building long-term relationships with our customers. We are happy that our approach has helped Veolia Energie to modernize its communication system,"* says Patrik Monari, Avaya's Territory Manager for the Czech Republic & Slovakia.

An equally important requirement for Veolia Energie was to centralize exchanges from several separate "islands" into a single system. Soitron has managed to build a central control allowing the system to be configured from a single location. Among other benefits, this has simplified administration tasks for the IT staff. Instead of multiple systems, they now manage just one system. During the centralization process, older telephones that did not have to be discarded were retained, and it was not necessary to buy a new exchange for the head office. The existing system was transferred under the Avaya central control, and new licences were purchased for about two hundred new users.





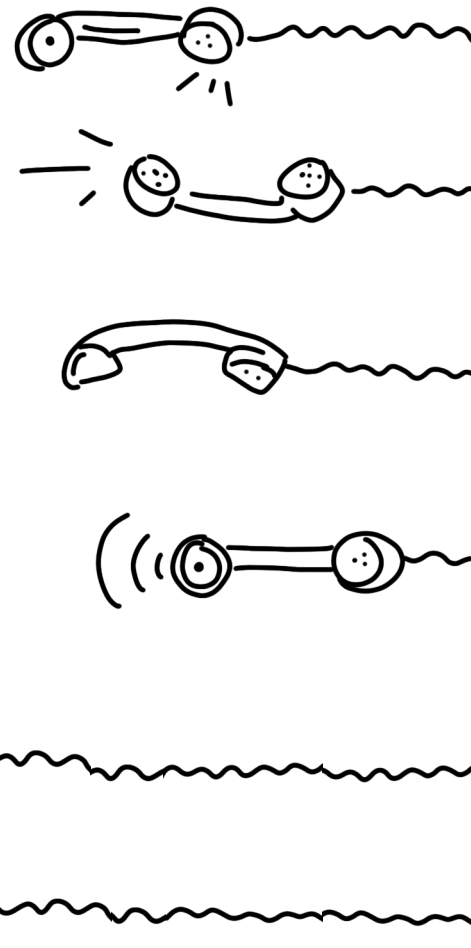
An uninterrupted communication system

The network modernization objectives included increasing the system's overall availability while meeting the solution georedundancy requirement. Control systems in the main data centres and communication management at the branches are backed up for the event of communication failure between the data centres and the branches. *"We must be able to fully rely on the communication. With the current level of robustness, we believe that the system is practically fail safe,"* says Jiří Jůza, an Asset Management Specialist at Veolia Energie.

Connectivity was addressed with an equal level of reliability. The basis of the communication system is a modern SIP exchange handling incoming and outgoing calls from all locations. In addition to the IP network, existing ISDN lines were also connected to this exchange. In the event of an IP connectivity failure, the traffic would immediately be rerouted to ISDN lines and people could continue making calls without any problems.

The ISDN connection is provided by T-Mobile, which was very helpful when migrating the numbers to SIP. The know-how of Soitron's experts made it possible to integrate mobile phones into the communication network. System settings allow the calling of mobile phones via company landline numbers as well as the calling from mobile phones via the fixed communication network based on the user's choice. Selected mobile calls via the fixed line network can be recorded.

Soitron managed the modernization of the Veolia Energie communication network with the system being in full operation. Despite all the limitations due to the COVID-19 pandemic, the project implementation was completed as schedule within seven weeks. The upgrade took place in fourteen locations throughout the Czech Republic.





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Jan Jiříčka
Soitron, Business Consultant

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Veolia Energie

Veolia Energie ČR is a leading Czech producer and supplier of cogenerated heat and electricity and is the first independent operator of a chill distribution network on the Czech market. The company uses 1,939 boilers, 17 steam turbines, 17 combined cycle units, and 8 backpressure turbogenerators to produce heat and electricity. Veolia Energie protects the environment by using cogeneration and triple combined cycle power generation. It builds and operates energy infrastructures and facilities for cities and municipalities in an environmentally responsible and safe way. By improving the performance of its equipment, it contributes to reducing energy consumption and thus reducing CO2 emissions. By greening its operations, it constantly reduces the emissions of particulate matter and sulphur and nitrogen oxides.

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Soitron is a Central European integrator that has been operating in the IT market since 1991. The company's philosophy is to constantly move forward, and that is why it is a leader in implementing unique technologies and innovative solutions. It offers its clients products and services in the field of robotization and process automation, cybersecurity, data centres, IoT solutions, IT outsourcing, communication and network solutions, IT support, and advisory. Its product portfolio includes smart police car solutions (Mosy) and cybersecurity services (the VOID Security Operations Centre). Soitron is a member of the Soitron Group, which employs more than 800 international experts. The group brings together professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria, Poland, and the United Kingdom.