



Digital age communications for governments

Flexible, secure and highly available communications for digital citizen experiences, connected cities and public safety

A leader in government communications and collaboration solutions

Alcatel-Lucent Enterprise is a recognised partner supporting [government entities](#) in the digitalisation process for [connected citizens](#), [connected cities](#) and [public safety solutions](#).

We are present in many local, federal and central public bodies. This success is a result of the reliability, wide-ranging features and security of our systems, as well as our technological know-how. We provide the best [digital workplace](#) for the agents, civil servants, elected and administration officials, to facilitate their day-to-day work, from anywhere, with any device or application, using any media.

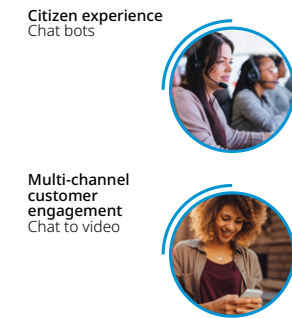
We contribute to government digital transformations with proven [Digital Age Communications](#) solutions. We connect people, objects and applications to create an environment of innovative public services for citizens and territories. To succeed with this digital transformation, we develop an ecosystem of partnerships with [solution vendors](#).

We also provide deployment solutions, from on premises to flexible cloud models (private or public), as well as the ability to move from CAPEX to OPEX business solutions, adapted to the organisations' needs, at the required evolution pace.

What is digital transformation?

Digital transformation uses technology to improve citizens' experiences, make life easier for public services staff, facilitate the secure exchange of data and speed up decision-making processes.

Connect people



Connect objects



Connect applications

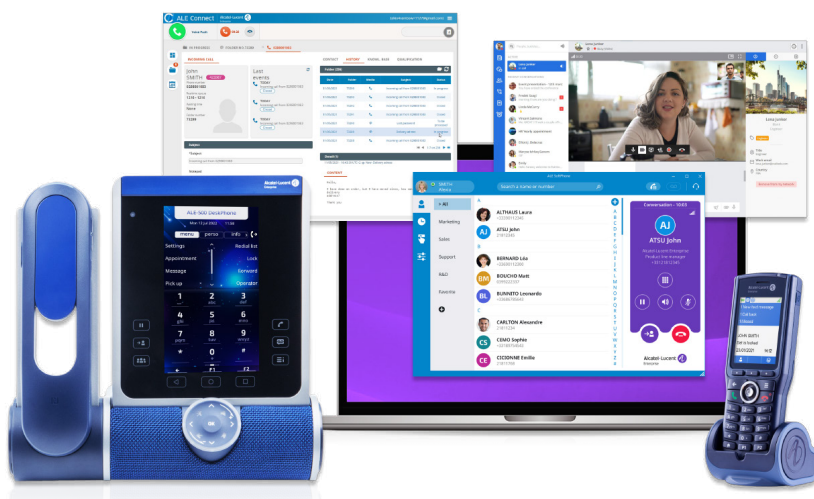


Alcatel-Lucent OmniPCX® Enterprise (OXE) Purple

The heart of your efficient and robust real-time communications system.

OXE Purple is a proven communications server based on a software-only platform that handles multimedia calls from Alcatel-Lucent. OXE Purple provides the building blocks for any IP and/or TDM communications solution by integrating built-in security and open standards. Superior scalability allows OXE Purple to support 10 to 100,000 users spread over several geographic sites. It also offers extremely reliable, real-time, carrier-grade performances with unrivaled 99.999% availability. In addition, it supports a wide variety of applications and telephones adapted to user profiles. With OXE Purple you can:

- Organise audio conferences between internal or external participants to improve information sharing and make meetings more efficient
- Access messages from an internal or external telephone using a centralised voice messaging solution, such as **Alcatel-Lucent 4645 Voice Messaging Services**
- Eliminate costs associated with fax machines, analogue lines and consumables with the 100% Fax over IP (FoIP) software solution, **Alcatel-Lucent OpenTouch® Fax Center**
- Equip your PC/MAC with all the functions of a desktop phone with the **IP Desktop Softphone** application and simplify remote working
- Enhance staff availability on the go with one number. “One Number” enables any type of device (cell phone, smartphone, home, or other office) as the destination for calls to the office phone number. It provides call shifting between a desk phone and a mobile.
- Enable Hotdesking for new behaviours at the office. Agents may work at any available desk, by authenticating on the soft or desk phone on demand. Shared desks optimise office workplace.
- Use a digital/IP desktop phone, mobile phone or soft phone adapted to your needs from the ALE range of ergonomic phones with high quality sound
- Ensure communications privacy with native encryption up to 15,000 sessions



Application note

Digital Age Communications for Governments

There is no good digital citizen experience without operational efficiency. That is why public officials, agents or elected representatives need the best digital workplace, adapted to their needs.

Facilitate administrator and IT teams' lives with a scalable architecture, built-in protection against cybersecurity, [Alcatel-Lucent OmniVista® 8770 Network Management System \(NMS\)](#) and web-based management.

Immediate cost savings

A single system to administrate and get analytics for free inter-sites communications, streamlined SIP trunk subscriptions with centralised public access.

Critical communications

Redundant communications server and local server can be added to ensure reliable communications.

Smooth expansion

Ease site acquisition, deploy IP phones for a new building or keep digital, analogue cabling and phones on an existing building.

Easy-to-manage

Embedded administration or graphical application for management, performance, expenses tracking and company directory. It also provides scheduled backups and updates to automate maintenance operations.



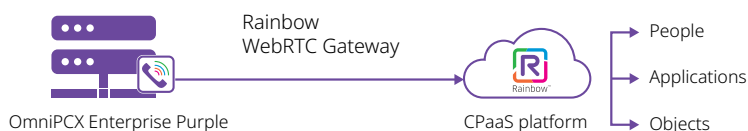
Enhance citizen engagement and participation

- Automate the most repetitive tasks with an intuitive and economical interactive voice server, integrating voice synthesis and automatic speech recognition services
- Benefit from an [Alcatel-Lucent OmniTouch® Contact Center Standard Edition \(SE\)](#) to manage incoming voice interactions with advanced supervision and agent phone functions; Enhanced call centre with [ALE Connect*](#) to manage omnichannels cloud services (including email, chat, Facebook Messenger, Twitter, and phone calls) so that citizens engage with their preferred way

*selected countries

- Monitor, record and evaluate all interactions between employees, citizens or suppliers with [Alcatel-Lucent OmniPCX® RECORD](#), which allows you to record calls and screen captures and listen to conversations in real-time
- Dispatch console enables the presentation and selection of calls according to business processes and priority rules based on operator decisions, particularly useful in the operations centre
- Provide instant messaging session with citizens
- A simple web-based appointment solution with automatic call-back
- Optimise reception with intelligent routing to an agent, based on competence criteria (such as administrative needs or language) with multimedia management (including chat, audio and video)
- Facilitate file exchange for optimised citizen services
- Integrate BOTs and Artificial Intelligence (AI)

Enhance services for citizens with collaboration and accelerate decision-making processes with embedded conferencing, instant messaging and collaboration, integrated within business and mobile applications.



Application note

Digital Age Communications for Governments

Visual Automated Attendant

- Easy creation and modification of routing scripts, for voice guide by non-specialist users
- Welcome service professional image and qualitative response
- Standardised and differentiated welcome between administrative services

CPaaS Rainbow™ by Alcatel-Lucent Enterprise

- Customisable cloud collaboration solution you can try out for free
- Regulations compliancy such as General Data Protection Regulation (GDPR), ISO 27001, HDS
- Ability to host data in your private cloud with Rainbow Edge
- Hybrid model: Connect OXE to the cloud service to control your office terminal and/or call any person from your Rainbow client
- Rainbow Alert for emergency messaging
- Rainbow Room to leverage video equipment
- Off-the-shelf connectors to CRMs (Salesforce, Microsoft® Dynamics, Zoho), UC (Microsoft Teams) and workflow (ServiceNow)
- Rainbow Classroom and webinars
- API for integrating communications and collaboration into applications and for connecting everything (AI, BOT)

The way to innovation

Integrate connectivity into business applications, operational procedures and the ecosystem with the **Alcatel-Lucent OmniPCX® Open Gateway**, **Rainbow Communications Platform as a Service (CPaaS)**, and technological components such as **IoT Hub** or **Rainbow Workflow**:

- Provide communications from a Web portal: Click-to-call, video and presence
- Add audio, video and chat to business applications
- Connect your application in a secure manner with a variety of Internet of Things (IoTs), chatbots, AI and Machine Learning (ML) technology
- Perform administrative operations: Synchronisation of an HR directory to create, modify or delete employee accounts

The OmniPCX Open Gateway provides APIs to access OmniPCX Enterprise Purple capabilities such as call control, management and analytics.

It is a scalable application gateway with a built-in Docker™ engine to host applications as micro-services or business rules.

High availability, mission-critical application for verticals and industries.

- Analyse communication usages and performance
- Sandboxes, documentation, apps certification

Ensure people and asset protection in public buildings or across the city

People protection with emergency numbers and emergency call point, IoT or system triggered alerts for cybersecurity issues or preventive maintenance, and asset tracking, whatever the reason, you need to enable your teams to define their notification and alert strategies:

- **IQ Messenger** and **IoT Hub** can detect connected objects (IoT) triggers and alerts and build preliminary notification scenarios as edge services (from local conferencing to cloud services enablement)
- **Rainbow Workflow** will complement scenarios in the cloud by connecting to a database, AI or Rainbow bubbles
- The **Alcatel-Lucent Visual Notification Assistant** will route emergency call to a security office or the nearest Public Safety Access Point, as well, with its “no-code” interface, it will make it possible to mass notify people by email, SMS or chat, using Rainbow and audio diffusion on Alcatel-Lucent and third-party phones
- **Dispatch console** enables call prioritisation to accelerate emergency, security and safety management

For public cloud telephony and collaboration solutions bundled with traffic, Rainbow Office is also available in specific countries.

Application note

Digital Age Communications for Governments

Communications and collaboration services integration within the agent desktop and Operation Control Centre applications is vital to limit agent fatigue and accelerate decision processes with contextual information.



Cybersecurity for OmniPCX Enterprise

- Geographic hot redundancy; built-in security with hardened system; confidentiality and integrity of voice media against wiretapping and IP phone signatures; media-gateways against denial-of-service attacks (IPSec); threshold alert mechanisms; Common Criteria EAL2 + renewal in process

Cybersecurity for Rainbow

- Secure by design; GDPR; ISO 27001; AGID (Italy); ENS (Spain); ANSSI and BSI (Germany) ongoing; audits by independent players; confidentiality and integrity of sensitive data with encrypted media flows in transport and in storage



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