



Three Success Stories During the Covid-19 Emergency

Activate a Full Smart Working Solution in 36 Hours

March 2020

Covid-19 Outbreak in Italy

Piedmont Region



Municipality of Segrate
(Province of Milan)



Città di Segrate

Feb.22

On February 22nd, the Government decided for to lockdown the region of Lombardy. The lockdown was extended on the entire country on March 4th. Northern Italy is the most affected region.

Italy Social Security



Quantity of cases

Needs

Many companies and public institutions need a smart working solution to guarantee service continuity to the population.

01 **Video Conference** for meetings

02 **Smart Working** for employees

03 **Remote installation** to shorten the installation time due to the number of employees and because of the **lockdown**



Cases and Requests



Italy Social Security*



42,000 users

New PBX networks for the hundreds of offices
Video Conferences
Unified Communications features
Desk Phones
Mobile Apps
Headsets

**New Request (March, 10th 2020) - Smart Working
for 42,000 employees (work from home)**

Piedmont Region**



648 users

Smart Working
Video Conferences
Desk Phones
Mobile Apps

Municipality of Segrate
(Province of Milan)**



82 users

Smart Working
Video Conferences
**Lockdown / Red Zone
no accessibility to the offices**

* Project started in 2018

** Requested during the lockdown

** Requested during the lockdown

How we Delivered the Solution

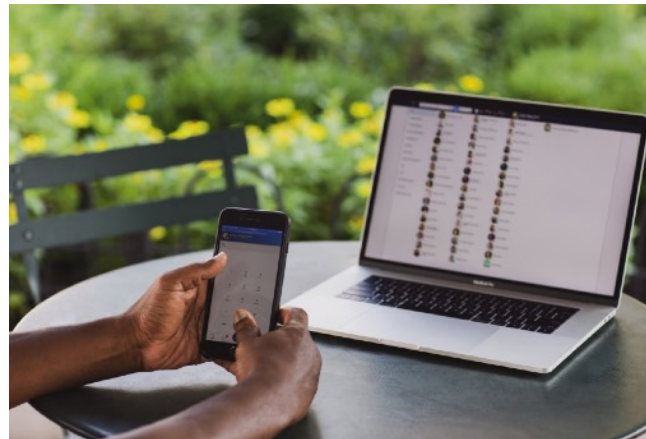
.01

System is set up remotely by the Partner. No on-site installation or configuration needed.



.02

Remote workers access web-based Collaboration via the browser using their own device. No VPN is needed.



.03

Internal/external calls and videoconferencing via WebRTC available. No plugin, no client to install.



How we delivered the solution



01

Create a cloud instance, import users/ phonebooks. Set up Dialplans. Internal calls available by default. For external calls user CLASSOUND service offered by Wildix (built-in SIP trunk).

02

Send out an invitation email to users to join web-based Collaboration. No client or plugin to install. Users can make and receive calls instantly via WebRTC via the browser, from any laptop.



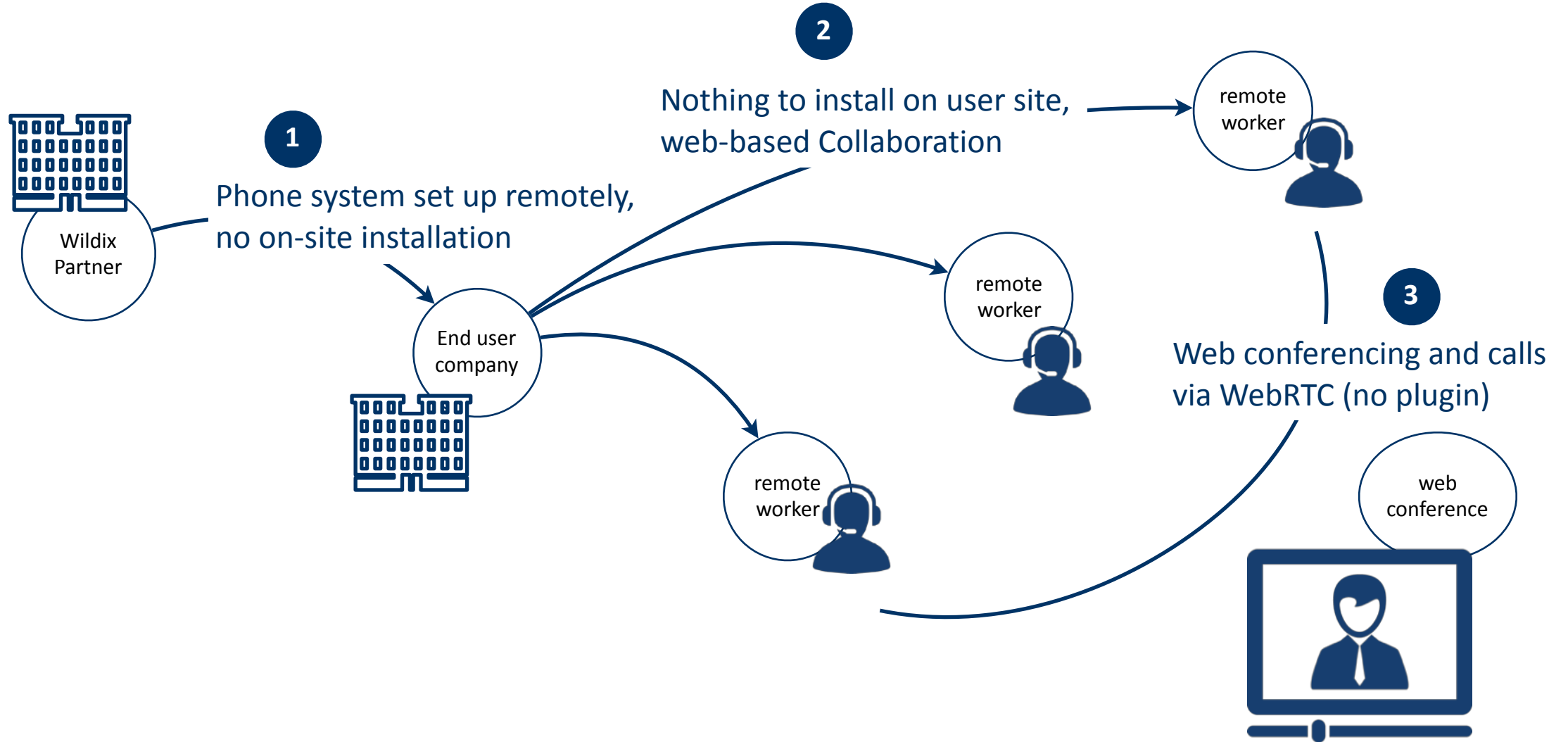
03

Download iOS/ Android smartphone apps. Optionally users can take home Vision/ SuperVision phone. Installation is easy: connect it to the power, connect to home WiFi network, log in to the Wildix app.

04

For videoconferencing use Wildix Wizzyconf solution based on WebRTC. No client/ component to install. Start a conference from web-based Collaboration. Invite internal and external people.

How we Delivered the Solution



Results



Fully Remote Digitalization



Minimum Time for Delivery

01

Smart Working activated **100% remotely**.
No need to visit the office.

02

Lines migration in **12 hours** (normally two days) with Wildix CLASSOUND.

03

No clients to install on every employee device
- **30+mins per employee saved**

04

Personal devices used by the employees.
- Personal Computer and Smartphone

05

System activation in **36 hours**. (normally two weeks)
- Secure by design: **no VPN or SBC required.**

06

No training for employees. Browser-based Solution means **access via a link and credentials. Desk phones connected to the Home Wifi**, access via App using credentials.
