

20,000 VoIP Connections for Zurich.



«With VoIP we reduce costs and impact on the environment while increasing productivity.»

Reto Aus der Au

Dept. Manager of OIZ
Telekom Engineering,
Overall Project Manager
VoIP4zuerich

Green ICT Facts

Energy savings: 1,099 MWh/year
CO₂ savings: 150 t/year

The energy saved is equivalent to the annual electricity consumption of 220 households.

The CO₂ saved is equivalent to the annual CO₂ emissions of around 50 cars or the amount of CO₂ stored in 150 trees (approximately a football pitch of woodland).

Calculation model jointly developed and verified by:



Organisation and Informatics of Zurich (OIZ) is the IT competence centre for the city of Zurich. With the conversion of the telephony system of the entire municipal authority to Voice over IP (VoIP), the Service Department laid the groundwork for increased cost savings and more efficient operations.

Initial situation:

Heterogeneous telephony landscape straining the budget.

Until now the Zurich municipal authority has been working in a telephony landscape that evolved over time. It's a hotchpotch of different suppliers, systems and technologies. The high cost of operation and procuring replacement equipment is the unfortunate consequence of this ragtag design. This technological patchwork also hampers the introduction of modern applications for more efficient operations. Reasons aplenty for OIZ to take the plunge and move towards a modern homogeneous telephony solution.

The solution:

Voice calls over the data network.

Together with OIZ, Swisscom will install over 20,000 VoIP telephones in the Zurich municipal authority by 2015. During the first phase, the two collaborated on building the central VoIP platform. It runs using energy-efficient virtualised VoIP servers. Swisscom is successively replacing the

terminals – as soon as they reach the end of their life cycle – with VoIP telephones and applications that merge the worlds of telephony and IT. Mobile phones have also been integrated into the new communications platform: Users have just one number for both fixed network and mobile calls. The uniform VoIP infrastructure also enables the use of services that boost productivity, such as unified communications and collaboration (UCC), alerts or call center applications.

Customer benefits: Save money and energy, increase efficiency.

«Thanks to the uniform, centralised solution, we're going to save a lot of operating and maintenance costs», explains Reto Aus der Au, Department Manager of OIZ Telekom Engineering and overall project manager. «Costs for subscriptions, calls, administration and infrastructure are dropping sustainably. But the success of the new platform is also evident with the end customer. Modern equipment can increase work efficiency over the long term. The impact on the environment is also diminishing: Once the project is fully implemented, we'll save over one million kilowatt hours of electricity per year compared to today.»



Further information can be found at
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