Athens, September 18, 2023

Space Hellas has completed a unified communications project in the municipality of Ioannina

Space Hellas has successfully completed a major project of the Municipality of Ioannina, concerning the smooth transition of the Municipality from traditional telephony to a modern, advanced, centralized Unified Communication Systems (UC) platform, manufactured by Cisco.

The project involved the procurement of equipment and services to support staff telephony needs in all the Municipality's buildings, with the aim of digitally modernizing its infrastructure to provide a faster and better service to citizens. The equipment has certifications that secure data and communications while supporting the latest authentication, encryption and communication protocols.

The system provides upgraded capabilities that primarily enhance cooperation between the structures of the Municipality, resulting in an increase in the productivity of employees and contributes to better service to citizens, providing remote service for procedures that can be carried out remotely, a fact that contributes both to the speed of service and to the reduction of the environmental footprint, minimizing the movements of citizens who live outside the center.

The solution was proposed after a relevant study, in order to provide extensive possibilities to support mobile and remote workers in the event of a health crisis, in the event of an employee's health risk, as well as in the case of employees with permanent or temporary health problems, as defined by the new law 4807/2021 (multi-location telecommuting, free telecommuting, moving telecommuting, remote telecommuting), with the aim of maximizing the worker's performance for seamless service to the citizen, saving commuting time and resources.

The Municipality, aiming to extend its services to as many citizens and visitors as possible, will expand the new telephony system, in the coming years, with a tele-service application that includes multiple communication channels, to serve people belonging to vulnerable groups, (PWDs and caregivers, single-parent families, senior citizens).

Space Hellas responded to the challenge set by the Municipality by combining the change in operating systems/procedures required by our times with new information and communication technologies, designing with safety and reliability an extensible system of modern technology, high performance and efficiency, through existing data networks.