



Flexible, Secure, Future-Oriented

How the Municipality
of Pratteln Optimized
Alerting and
Communication with
UMB, MobiCall, and
Alcatel

Whether in emergency situations at a school, during the evacuation of public buildings, communication on construction sites, or in mobile work scenarios: Thanks to the collaboration between UMB, NewVoice International, and Alcatel-Lucent Enterprise, Pratteln relies on technologies that redefine efficiency and user-friendliness.

Located in the canton of Basel-Landschaft, the Municipality of Pratteln is embracing new approaches – not just in infrastructure, but also in communication. While preparations for the relocation of the municipal administration in 2026 involve several temporary buildings, Pratteln is already laying the foundation for flexible and secure communication with innovative Unified Communication & Collaboration (UCC) solutions.

Shaping the Future – Digitally and Mobily

With a steadily growing population of approximately 17,000 residents, Pratteln needs adaptable working environments. Until the new municipal administration building is completed, the organization is utilizing flexible workplaces – whether temporary, mobile, or remote. The move to provisional offices is executed with minimal cabling effort. Wireless technologies, such as mobile UCC and DECT, ensure rapid, reliable, and flexible integration.

Alcatel-Lucent Enterprise UCC Solutions for Effective Communication

For large-scale migrations and IT projects, Pratteln's IT team collaborates closely with UMB. The existing communication infrastructure has been successfully extended with the Alcatel-Lucent Enterprise Rainbow platform – a cloud-based UCC solution enabling seamless team collaboration while remaining open to AI-driven enhancements.

Enhanced Collaboration Through Smart Communication

The Alcatel-Lucent Enterprise solution automates processes such as call handling and routing, significantly improving efficiency for both employees and citizens. Flexible UCC solutions facilitate the seamless integration of remote workstations – whether at temporary locations, construction sites, or home offices. This helps Pratteln keep pace with its ongoing growth and

infrastructure modernization projects.

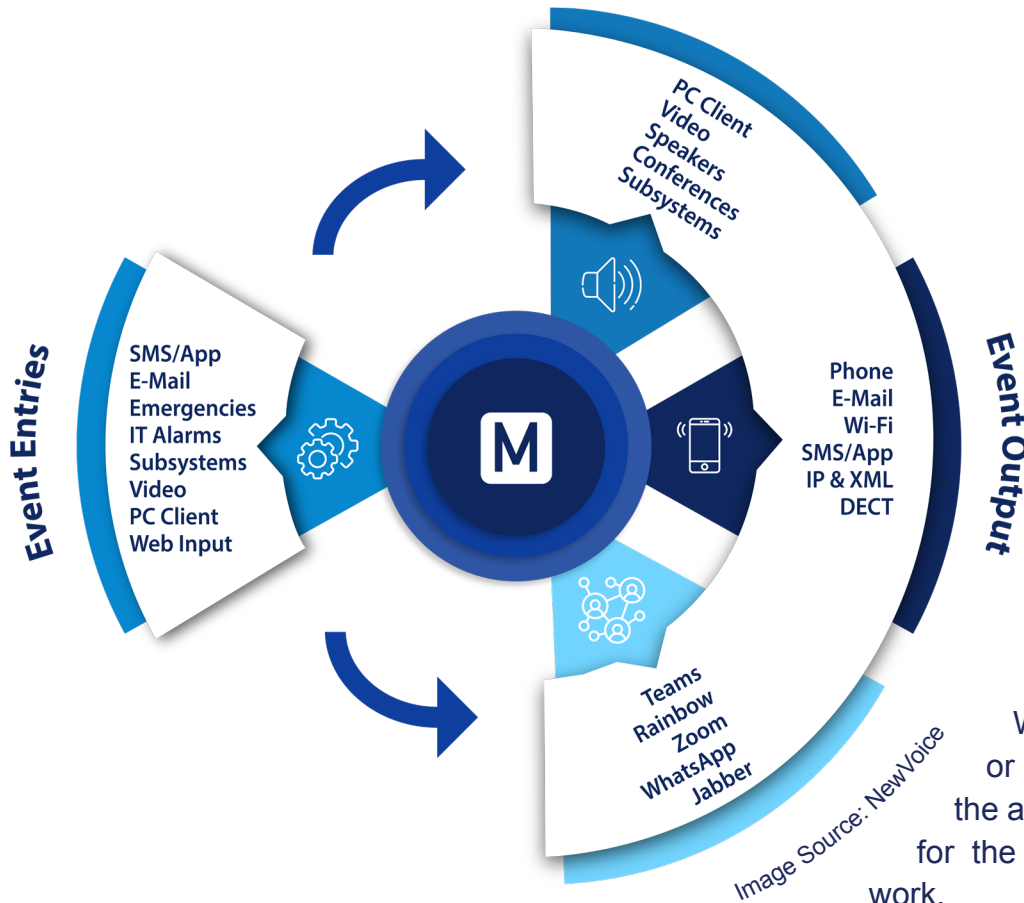
By optimizing communication and simplifying workflows, this technology enables the municipality to respond flexibly to changes. This innovative, mobile, and efficient work solution supports the municipal administration during its transition phase and ensures an optimized working environment in the new headquarters set to open in 2027.

Real-Time Crisis Management with MobiCall

Previously, Pratteln's alarm and crisis management processes were fragmented and difficult to coordinate. With the introduction of MobiCall, a user-friendly and centralized platform has been implemented to enable real-time alerting and crisis response – from school lockdowns to public building evacuations.

MobiCall provides a flexible solution for public institutions to respond quickly and efficiently in emergencies. The MobiCall.App allows customized alarms, activation of evacuation plans, and immediate crisis response. Integration with the Alcatel OXE platform ensures seamless communication across central offices and mobile devices.

Thanks to MobiCall, emergency alerts and evacuations can be coordinated remotely and in



By integrating Alcatel-Lucent Enterprise's OmniPCX Enterprise and the Rainbow UCC platform, alongside MobiCall from NewVoice for crisis management, the municipal administration of Pratteln benefits from a solution that is not only easy to use but also highly flexible and scalable. Whether in temporary offices or remote work environments, the administration is well-prepared for the transition and the future of work.

real-time, ensuring safety and swift response times. The scalable solution meets the specific requirements of public institutions and enhances emergency collaboration.

A Strong Partner: UMB

With over 200 users, the new solution delivers a perfect balance of modern cloud technology, simplified management, and long-term investment security. UMB, Alcatel-Lucent Enterprise, and NewVoice International have demonstrated how close collaboration and the right technologies can create a sustainable and future-proof transformation in the public sector.

With a hybrid cloud approach, UMB ensures that the solution evolves seamlessly with future demands. The ease of management and rapid integration of new workplaces enable the Municipality of Pratteln to adapt to changes swiftly and stay ahead of technological advancements.



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