Fit for the digital future: The municipality of Ischgl is modernizing its IT network and relying on the cloud for management

Surrounded by the Alpine panorama of the Silvretta and Verwall mountain ranges, Ischgl is located in the Tyrolean Pazna Valley. Image source: TVB-Ischgl

The 1,630-inhabitant municipality of Ischgl is one of the most popular wintersports destinations of Austria and also a paradise for outdoor and leisure activities in the summer. In the municipal administration, nine employees look after the interests of the citizens. In addition to the municipal tasks in the town hall, they are responsible for ten other municipal institutions – a job that requires a strong IT infrastructure. To this end, the municipality has built its own fiber optic network. The provision of all municipal buildings with sufficient Internet bandwidth was thereby ensured. However, in order to meet the growing performance requirements and simplify maintenance and administration, the entire network infrastructure also needed to be updated: eleven buildings were networked with the latest generation of components from the German network equipment manufacturer LANCOM Systems, making the municipal administration fit for the digital future.

Due to limited personnel resources and a lack of IT expertise, the IT network of the municipality of Ischgl had been managed externally for years – unfortunately, more poorly than well. "Nobody really knew where and how things came together," says Florian Walser, IT coordinator for the municipality. Ischgl therefore wanted to put its IT support on a more professional footing and decided to work withthe IT service provider Kufgem. The IT specialists from Kufstein recommended that the hardware be completely replaced. And for good reason: the municipality's network infrastructure, which had grown over the years, consisted of components and Internet gateways from different manufacturers

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and was increasingly reaching its limits in terms of maintainability and performance. Network components could no longer be reliably supplied with software and security updates. It was also not possible to monitor all components comprehensively – not a good basis for trouble-free and efficient operation. As part of the restructuring, separate guest access for citizens was to be set up in addition to the office Wi-Fi.

With the German network infrastructure supplier LANCOM Systems, the right manufacturer was quickly found: the network specialists from Wuerselen impressed with a homogeneous system including central monitoring, which provides a full overview of the connectivity in the network and possible bottlenecks around the clock. Disruptions to network operation can be prevented remotely, even before they occur. New devices can also be quickly integrated via the LANCOM Management Cloud without time-consuming manual configuration.

Florian Walser, IT Coordinator Ischgl
Image source: Hannes Kurz

Goodbye to uncontrolled network growth

The modernization of the municipal infrastructure provided for the networking of eleven buildings, including the municipal office and cultural center, two elementary schools, kindergartens and fire stations, as well as the recycling yard and the construction yard. The challenge was not the number of buildings but the wide variety of existing topologies and components: each facility had its own Internet connection with associated network components from a wide range of manufacturers without central management and monitoring. To reduce complexity and increase efficiency, all existing components were replaced by LANCOM products, the previous, heterogeneous Internet connections were terminated, and the networks were connected directly to the company's own data center via the fiber optic network.

Roll-out in a few days

Florian Weratschnig, IT System Engineer at Kufgem GmbH, first visited the site to assess the situation. The Wi-Fi coverage of the individual buildings, during which the optimum position and setting of the access points was determined, took three days. The conversion itself took just less than a week. Thanks to the excellent preparation, the old hardware was quickly removed and replaced with LANCOM components. A total of 20 switches and 42 access points were used for the LAN and WLAN infra-

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structure. Thanks to the restructuring, all facilities are now connected to the municipality's own data center via an integrated network architecture, can use it at any time without any loss of performance, and also save the costs of their own Internet connections and firewalls.

Effortless scalability

"In addition to stability and performance, the greatest added value of the new solution for us is that expansions in the network can be implemented with minimal effort," says Walser. The best example of this is the recent connection of another building, including the locking system and property protection. The municipality of Ischgl maintains apartments for employees there. When an electronic locking system and a camera were to be installed in summer 2023, the building was simply connected to the municipality's fiber optic network via the existing connection. The electronic locks and the camera could be integrated into the existing locking and monitoring system with just a few clicks via the LANCOM Management Cloud. "The Kufgem team only had to go out once to install a switch," recalls Florian Walser. "Everything else was done in no time at all via the LANCOM Management Cloud."

The project coordinator's conclusion is very positive: "So far, our new network has been running smoothly. We are very satisfied because all administrative employees can communicate efficiently with each other, regardless of their location. With the new network infrastructure, the municipal administration is now not only more efficient, but also optimally equipped for the future."

Digital management is becoming increasingly important

Digital administration is also becoming increasingly important for the municipality of Ischgl: all incoming files are being digitalized. All building files since 1950 are already available in digital form. Digital submissions should also be possible next year. The municipality has now created the technical prerequisites for this with a future-proof, high-performance network infrastructure.

Image source: TVB-Ischgl

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The client

Ischgl is a municipality in Tyrol (Austria) with 1,630 inhabitants. The municipality is located in the judicial district of Landeck on the border with Switzerland.

The partner

Kufgem, based in Kufstein, is a full-service provider of efficient and modern IT solutions for municipal administration. Since 1991, Kufgem has specialized in providing companies with the optimal IT infrastructure.

At a glance

The customer

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The partner

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Requirements

→ Complete reconnection of all municipality facilities, reliable connectivity and performance, central network management
→ Replacement of the previous equipment with LANCOM components

Used components:

Switches:

→ LANCOM XS-5110F
→ LANCOM GS-3152XP
→ LANCOM GS-3126XP
→ LANCOM GS-2510XP

Access points:

→ LANCOM LW-600

Network management:

→ LANCOM Management Cloud (LMC)

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