

# Making Citywide Transformation a Reality

Elblag City Council closes the digital divide, extending education and improving the delivery of public services.

**Customer Name:** City of Elblag

**Industry:** Government

**Location:** Poland

**Number of Employees:** 460

## Business Impact

- Increased attractiveness to citizens, businesses, and visitors
- Improved collaboration between municipal departments
- Projects for e-government, cloud, and cost reduction can be accelerated



Case Study

## Business Challenge

Municipalities face an increasingly complex set of priorities. As well as delivering public services more efficiently to business and citizens, they also have to improve competitiveness by attracting investment and retaining talent. Part of this challenge involves moving from a piecemeal approach, whereby each agency or organization farms its own IT estate, which results in heavy investment in point technology solutions and multiple systems being deployed side-by-side. The end result is often a sprawling legacy of isolated networks, systems, and databases that cannot interconnect or communicate with each other.

It is a situation that the city of Elblag knew only too well. “There was no real integration between government departments and a lack of standardization with regard to existing infrastructure,” says Adam Witek, deputy mayor of Elblag. “Rather than

reducing costs and focusing on building towards improving the day-to-day management of the community, this fragmented IT approach was actually preventing progress.”

Elblag is a port city in northern Poland with more than 120,000 inhabitants and access to the Baltic Sea. With a primary goal of attracting Polish and foreign investors, the city council was keen to improve the lives and prospects of citizens and their ability to compete in the digital world.

“Our vision was to build one citywide broadband network capable of serving multiple stakeholders,” says Witek. “Initially it would help schools and libraries to optimize the delivery of education and learning services. The network would enable government departments to collaborate and work more productively, while also offering a platform for streamlining administrative processes and deploying e-government in the future.”

## Solution and Results

By choosing the Cisco® Borderless Network solution, the city of Elblag has laid the foundations for the Cisco Smart+Connected Community, a vision that uses the network to transform physical communities into connected communities to achieve long-lasting economic, social, and environmental success.

The project, the largest investment of its kind in Poland, was funded from the European Union’s 2007-2013 Regional Operation Program. The new infrastructure will span 120 kilometers and enable local government offices, schools, nurseries, libraries, and other municipal institutions to access



“Elblag is a city that promotes innovation. I believe that an efficient telecommunications infrastructure will increase our attractiveness to businesses that implement state-of-the-art technologies, as well as to those who want to come and test new ideas. I can guarantee that our city will help them do so.”

**Grzegorz Nowaczyk**  
Mayor of Elblag



# Making Citywide Transformation a Reality

Continued



Case Study

information, resources, and data, voice, and video services, anytime, anywhere, using any device.

As well as providing schools with improved connectivity, the network opens up a world of opportunity to extend learning: for example, by introducing virtual classrooms, personalized content, and web-based tools that enrich learning, teaching, and administration. In addition, it will be easier to exchange knowledge and expertise between different schools.

Elblag's citizens and visitors will have access to eight Wi-Fi outdoor hot spots, and 20 public Internet access points, free of charge.

The Cisco infrastructure is opening up new ways to manage and deliver services to citizens as well as visitors and public sector workers. In addition to providing a collaborative platform for municipal departments and their partners to share ideas, plans, and budgets, the new network will help to accelerate cost reduction: for example, by introducing IP telephony to save money on call charges and the maintenance of private branch exchange systems.

Plans are under way to utilize the network for traffic monitoring, as well as the monitoring of sea levels via telemetry sensors, a key concern for Elblag due to its closeness to the Vistula Lagoon and the Baltic Sea. Other future possibilities include using the network to centrally manage a range of services: for example, collaborative solutions (such as unified messaging, web and video conferencing, contact center, and mobility applications), video surveillance, traffic light control, and building management systems (physical access control, lighting, power, heating, and so on).



## For More Information

To learn more about how Cisco is helping communities around the world to transform, please go [here](#) ●

For more information on Borderless Networks, please go [here](#) ●