



CUSTOMER SUCCESS STORY

Aethra Video Communication at Liepaja City Council

Providing its residents with a wide range of efficient services is a top priority for the City Council of Liepaja, the third largest city in the Latvian Republic. A government institution with responsibility for a large geographical area and a number of external offices, Liepaja City Council has 125 staff members offering a full range of municipal services to the community and a growing need to streamline its communication processes.

In order to provide its residents with a wide range of efficient services, the council took the strategic decision to employ videoconferencing technology in their offices. The council now uses cutting-edge video communication solutions from Aethra to improve communication and collaboration, and to optimise time and costs. Indeed, effective communication is paramount for the city council, which prides itself on providing the best possible services to its residents. According to council members, videoconferencing has allowed them to achieve real savings in terms of time previously spent travelling or working using less effective and more traditional means of communication. Staff members are able to communicate effectively thanks to excellent video quality, allowing them to work remotely but with the effectiveness of a face-to-face meeting. In fact the council specifically chose the Aethra system for its high-quality audio and video performance and the plethora of additional features, which meet all the councils requirements.

Liepaja City Council has its main offices at the City Hall, but has also set up two mini city halls in the residential areas of the city with the aim of providing the services needed by the local community close to their living environment. Liepaja city council also extends its activities and distributes information with the help of its Representative Office in Latvia's capital, Riga.

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