

Secure communication for cities and municipalities: able to function effectively in day-to-day administration and in times of crisis

From the town hall and the public order office, through the municipal works department, to the crisis management team and the fire service: Teamwire connects all municipal departments on a data-sovereign platform – compliant with the GDPR and NIS 2 and hosted in Germany.





“Teamwire enables us to communicate quickly, securely, and flexibly – both in everyday life and during extraordinary events such as bomb disposal or major events. We are particularly impressed by the intuitive operation, which colleagues can use in pressurised situations.”

Ben Viethen –
Head of Digitalization, City of Kleve

Local authority communication involves numerous stakeholders, departments and mobile teams. At the same time, regulatory requirements and responsibilities towards the public are increasing. Traditional channels of communication quickly reach their limits in this context. However, as towns and local authorities are responsible for people, infrastructure, and sensitive data, they must remain able to act at all times.

Teamwire is the secure messaging platform that connects the town hall, the municipal works department, the public order office, IT, the fire service and the crisis management team: mobile, compliant with data protection regulations and independent of US cloud services. The tool reliably solves the WhatsApp problem, establishes clear lines of responsibility, reduces shadow IT and enables rapid decision-making even when central IT systems fail.

Use cases: Teamwire in practice



“In winter service, we must ensure that alarms are reliably received at night and that feedback can be documented directly. With Teamwire, we have found a solution that supports our deployment planning flexibly and efficiently.”

Andrea Rennebarth –
Managing Director,
Zweckverband Bauhof TKS

- Coordination of the maintenance depot and mobile staff**
Share work orders, photos of damage or status updates directly via chat in compliance with data protection regulations. This way, everyone – from head office right down to the driver – knows what has been completed and where action is needed.
- Real-time communication & alerting during crises and emergencies**
In the event of severe weather, power cuts, major incidents, bomb disposal operations or cyberattacks, the crisis management team responds immediately: alerts override mute settings, live location data shows affected areas, and push-to-talk and broadcast functions ensure rapid coordination.
- Internal coordination between departments and divisions**
Public Order Office, IT, Building Works, Human Resources and Citizens’ Advice Bureau on a single platform – sharing information in real time, avoiding duplication of effort and speeding up decision-making.
- Citizen-centred administration without any loss of information**
Quickly coordinate and prepare internal announcements about road closures, events, or emergencies – to improve communication with citizens and reduce misunderstandings between departments.
- IT disruptions & cyberattacks**
If email, telephone, servers or central systems fail, Teamwire remains active as a secure channel. This means that the administration remains reachable and able to function.
- Planning and managing major events**
Whether it’s a town festival, an election or construction site coordination, with Teamwire, you can react quickly to changes, coordinate staff and share information across different locations.
- Public Order Services, Car Park Services & Local Authority Security Services**
Secure communication between the control centre and mobile teams – live location tracking, photo and video documentation, push-to-talk and much more – makes coordination and traceability easier.



“Mobile communication via WhatsApp unfortunately no longer met the legal requirements. We needed a GDPR-compliant, secure and user-attractive solution.”

Richard Lippmann –
IT Manager City of Zirndorf

- **A secure alternative to WhatsApp for day-to-day administrative work**

GDPR-compliant, with data sovereignty and intuitive to use. Teamwire is the solution that makes using personal messaging apps for work unnecessary. Yet it works just as easily and intuitively.

Your benefits

- **Improved communication and collaboration within hybrid teams**

Structured, transparent coordination across all departments and divisions, rather than confusing chat solutions.

- **Faster decision-making and less duplication of effort**

thanks to real-time information sharing between the town hall, the building yard, the public order office and IT.

- **Clear lines of responsibility thanks to the role-based approach**

Responsibilities are clearly assigned, and handover between shifts and on-call teams runs smoothly. No information is lost.

- **High level of acceptance amongst staff thanks to intuitive operation**

Familiar WhatsApp-style interface: anyone can start using Teamwire straight away, without the need for lengthy training.

- **Maximum protection for sensitive administrative, personnel and citizen data**

Hosting in Germany or on-premises, zero-trust security model, complete encryption including metadata, ‘Privacy by Design & Default’ – no metadata analysis, no address book storage.

- **Fail-safe**

Teamwire is hosted separately from the existing IT infrastructure and, thanks to redundant cluster servers, continues to function as an out-of-band communication channel even in the event of IT failures and cyberattacks.

- **Maximum security & compliance**

100% compliant with the GDPR and NIS 2; ISO 27001 certified; hosted in BSI C5-certified data centres in Germany.

- **Professional administration & audit compliance**

Centralised management of all users (and their rights) and devices, automatic logging and comprehensive audit logs at all times.

- **Scalable for organisations of any size**

From small local authorities to large city councils, it is multi-client capable across multiple departments and locations.

- **Complete flexibility with hosting**
German Cloud (BSI C5 certified), private cloud or on-premises.
- **Secure cross-border networking**
Co-ordinated communication with neighbouring local authorities, district offices or crisis management teams, as well as personalised support.

Relevant Teamwire features

Teamwire was developed to meet the demands of day-to-day administration and actively supports local authority processes – both in day-to-day operations and in exceptional circumstances.

- **Intuitive real-time communication:** 1:1 and interdisciplinary group chats for service teams, projects or crisis management teams. For example, for the Public Order Office, the Building Works Department, the Administration or IT Support.
- **Voice and video conferencing:** Screen sharing and call minimisation, so that you can use the app's other features at the same time.
- **Coloured status and notification messages:** Highlight important messages, updates or rescheduled appointments in colour – including read receipts – so that everyone can see straight away what takes priority.
- **Sharing multimedia content securely:** Send fully encrypted photos, videos, documents or reports to document local issues, traffic situations or residents' concerns.
- **Quick image editing:** Add notes, highlights or comments directly within the app. This saves on follow-up queries and provides clarity.
- **Emergency alerts & panic button:** Alerts override mute settings and automatically transmit the user's location and, optionally, a voice message – ideal for mobile teams and the crisis management team.
- **Push-to-Talk & broadcast:** Voice messages are played back automatically in the chat; with broadcasts, you can reach all staff at a city or local authority at the touch of a button.
- **Live locations, map editing & Augmented Reality (AR):** Mark up to 10 'Points of Interest' (e.g. assembly points, construction sites, road closures, incident locations) on digital maps – using ArcGIS integration (ESRI) and AR for rapid location identification.



- **Polls, @mentions & pinned messages:** Coordinate appointments and availability in seconds, send targeted notifications to colleagues, and pin up to 5 key messages at the top of the chat.
- **Role concept for local authority responsibilities:** Add operational roles and responsibilities alongside personal names (e.g. 'Construction Yard Operations Manager' or 'Public Order Office On-Call Officer'). This ensures it is always clear who is responsible for which task – it can be flexibly adapted and seamlessly transferred during shift and on-call changes, with no admin involved.
- **Centralised administration** via the admin dashboard, featuring a roles and permissions framework, multi-client capability for departments and locations, and Apple CarPlay for mobile staff.
- **Complete encryption**, including metadata, 100% data sovereignty and 100% compliance with the GDPR and NIS 2.

Teamwire is more than just a secure messaging service. It is a strategic collaboration tool that enables towns and local authorities to take responsibility and remain capable of acting at all times – both in everyday life and in the event of a crisis. After all, crisis-proof communication is not merely an IT detail, but a key component of modern local public services.

→ Find out more on our [landing page for cities and municipalities](#)

→ Read the success stories of the [city of Zirndorf](#), the [city of Kleve](#) and the [Zweckverband TKS](#)

→ Download the [guide 'Data sovereignty instead of digital dependency'](#) for free



Further information: www.teamwire.eu

Telephone: +49 89 1222199 21

Email: sales@teamwire.eu

Teamwire GmbH
Tittmoninger Straße 11
81679 Munich, Germany