



Voice Modernization

Unified Communications as a Service (UCaaS)

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NORTHROP GRUMMAN

UCaaS, VITA's New VoIP Service

- Unified Communications as a Service (UCaaS)
- Cisco's *call manager* product suite and Cisco / Tandberg phones
- Full-featured voice services including e-mail / messaging integration
- Foundation to expand telephony to include call center and video over IP services
- Leverages the Commonwealth's multi-protocol label switching (MPLS) investment to lower cost of service
- Statewide coverage
- Voice service redundancy (core infrastructure and site)
- Includes in monthly rate all telecommunications costs
 - Local phone lines including taxes
 - Long distance
 - Voice mail, feature sets
 - 24 x 7 support

Why UCaaS is Important Now

Commonwealth

- Many agencies need to refresh their voice services
- Reduces Commonwealth expense and risk by retiring legacy solutions
- Leverages the network to deliver voice applications a cloud service

Agency

- Lower lifecycle cost for voice and add-on services
- Simplifies the budgeting process through fixed communications cost
- Agencies avoid phone system lifecycle issues
- Platform for new standard services (collaboration, video, call center, etc.)

Expected UCaaS Outcomes

- Agency telephony is an enterprise vs. site service
- Service quickly scales to meet changing agency needs
- Agencies avoid phone system lifecycle issues and cost
- New services are delivered faster (e.g. call center)
- Redundancy minimizes risk of outages
- Elements no longer needed by an agency are reused
- Portals simplify changes
- Agency cost for service is competitive and consistent

Looking Forward - New UCaaS services

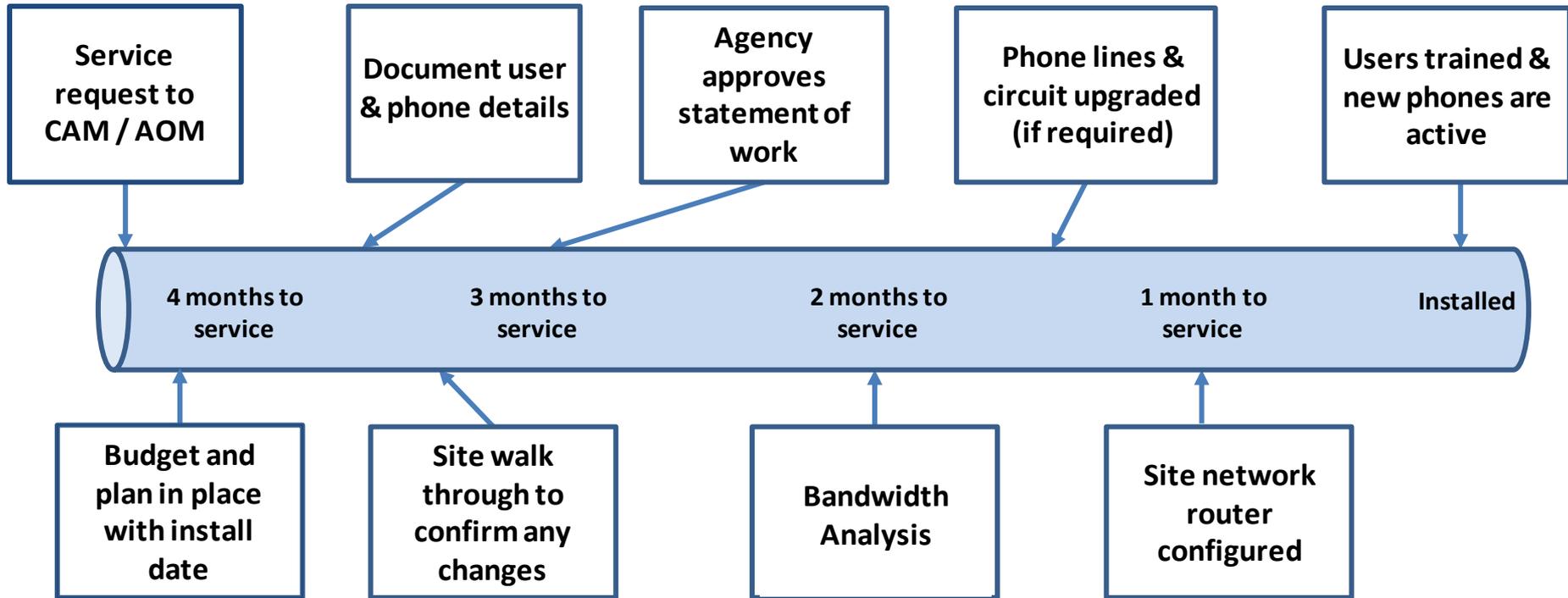
- Call center
- Collaboration (video conferencing, WebEx, etc.)
- Service provisioned for home users
- Integrated voice, video and messaging services

**Staged, releases allow agencies
to integrate new services into business plans**

What is Included in the UCaaS Fee

- Enterprise VoIP phone system
- Enterprise (24 x 7) support model
- Unity connections
- Voice mail
- Commonwealth of VA §56-484.19 compliant 911 / emergency calling
- Site level calling (SRST) and core infrastructure redundancy
- Phones
- Long distance charges
- Telecom lines (POTS, DID, SIP and CAR)
- Installation and maintenance

Request to Service Timeline



Steps to Start UCaaS Order Process

1. Request to Customer Account Manager
2. Complete the one page service request
3. Installation coordinator will be assigned to assist in the planning and deployment of the service
4. Primary activities include verification
 - Employee names and phone numbers
 - Number and types of phones needed
 - Bandwidth upgrade may be necessary to support UCaaS
 - Number of phone lines needed for local site redundancy
 - Confirm if agency needs to make inside wiring changes

Service begins with a request to the CAM

UCaaS Site Requirements

- Site is on the MPLS network with sufficient bandwidth
- Uninterrupted power supply (UPS)
- Proper cabling and cable plan (e.g. category 5E)
- Proper facilities (power, secure closet, rack space, etc.)
- Cabling allowing telephone lines to terminate at site router
- Assigned project coordinator to support implementation
- Custom setup beyond standard service (e.g. integration with overhead intercom / paging systems)

Agencies are responsible for these items; deployment team will provide the detail requirements

Where We are with UCaaS

- Service has received VITA acceptance
- Support model is in place and will be tested during pilot
- Pilot at Center for Innovative Technology (CIT) to go live Feb. 16
- Have begun to schedule deployments ~ 7,000 phones with DOC, VDH, DSS, DRS, VEC, Treasury and DBHDS
- Another 4,300 phones are in process of being scheduled
- CAMs and AOMs are taking reservations to on board customers
- Video phone proof-of-concept testing planned end of March
- Call center offering in development for VDH and DSS

Coordinate the service installation date with your CAM