

IOT Unified Communication Services - 2021

Who We Are:

A 13-member team that manages IP Telephony, Local and Remote Site Telecommunication, video, and web collaboration.

Our Mission:

Manage IP Telephony and Telecommunication systems, sub-systems, vendors, contracts, and orders. Manage video solution design, deployment, and support. Manage web collaboration, agent software, vendors, contracts, and orders.

Department:

493020

Manager:

Mike Hicks

What We Do:

The Unified Communication teams are responsible for IP Telephony, video, and web collaboration (WebEx & Teams Audio). The IP voice team completes add/move/changes. It also configures, manages, and provides tier 1 (and 2) support for more than 15,000 IP Telephony endpoints, servers, sub-systems, and voice gateways (VG's). The IP voice team also coordinates system hardware and software upgrades. The Unified Communication team also supports over 500 WebEx and 2100 Teams Audio.

Our Products:

1201 Long Distance switched and dedicated	1203 Non-Contracted Long Distance, Conference Calling, Dir. Assistance and Calling Card	1221 WebEx and Teams Audio Conferencing
1202 800 # Service switched and dedicated	1043 Telephone - Centrex	1186 SolVaaS
	1044 Telephone - Remote	1188 Telecom Management Service

Our Tools:

ATT Business Direct:	Vendor Portal
CentrexMate:	Centrex Phone System Management
MS Azure Active Auth:	2-Factor Authentication
VeraSMART Reporting:	Vendor Portal for SolVaaS - Call Detail Reporting and SolVaaS Zero-Usage Reporting
Solarwinds NMS:	Network Mgt, Alert Mgt\Outage notification, Perf Metric's, Usage\Capacity planning.
VFire:	Ticket Management and SLA Measurement
WebEx Reporting & Analysis:	Vendor Portal
Teams Audio Reporting:	Vendor Portal

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Tickets: IP Voice

Resolve customer issues within 16 IOT business hours 90%+ G; 87%+ Y; <87% R

IP Telephony & Contact Center Support Availability:

Capacity/Performance: 99.0%+ G

Capacity/Performance Planning: 98.0%+ G

SolVaaS IP Telephony Servers: 99.9%+ G

Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget:

\$8 million

Our Growth:

Many State agencies have voice hosted by Sol VaaS and utilize WebEx and Teams Audio.

Recent Major Accomplishments:

- Migrated more State remote agency offices to Sol VaaS.
- Added Teams audio conference calling to new Teams and reduced cost.
- Migrated more 800# services to new SolVaaS solution and reduced cost.
- Migrated more telephony solutions to Sol VaaS Voice over IP service.

Current Projects:

- Continue to migrate voice customers to new Sol VaaS solution.
- Continue migrating remote offices on traditional telephony to new SolVaaS solution.
- Continue to improve WebEx service and migrate new users to new WebEx service for web collaboration and audio conference calling.
- Continue to improve Teams audio conf. and migrate WebEx to Teams for web collaboration and audio conference calling.
- Continue to Audit Agency Telecom Billing.