IOT Unified Communication Services - 2022

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
- 1202 800 # Service: switched and dedicated
- 1203 Non-Contracted Long Distance, Conference Calling, Dir. Assistance and Calling Card
- 1043 Telephone - Centrex
- 1044 Telephone - Remote
- 1221 WebEx, Teams Audio Conferencing and Teams Video Integration
- 1186 SolVaaS
- 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.
- Piloted Sol VaaS to Teams Voice Integration.
- Enabled Video to Microsoft Teams Integration.

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.
- Expand adoption of Sol VaaS to Teams Voice Integration.
- Expand adoption of Video to Microsoft Teams Integration.
- Continue to Audit Agency Telecom Billing.