

VOICE OVER INTERNET PHONES

VITA is offering land-line phone services over the Internet through its Unified Communications as a Service (UCaaS) product. UCaaS provides a foundation for full-featured voice services ranging from standard telephony to call center support and video over Internet functions. Voice over Internet Protocol (VoIP) services eliminate the need for costly installation and maintenance of individual on-site communications systems and can reduce long distance rates.

HOW UCaaS WORKS

UCaaS has many advantages over the older services:

- Carrier-grade reliability using Cisco's industry-leading call manager VoIP platform and leveraging the commonwealth's telecommunications networks -- multiprotocol label switching (MPLS) investment
- A unified phone service across all agencies using MPLS
- Phone service redundancy in the event of MPLS connection loss
- A scalable solution, where capacity, new services and features can be added on demand based on the commonwealth's business needs
- An opportunity for agencies on end-of-life phone systems to migrate to a monthly service model, avoiding upfront capital and installation charges

This service offering is made possible by the IT infrastructure, a shared-services cloud, operated by Northrop Grumman for the Commonwealth under the direction of VITA.

NORTHROP GRUMMAN

IMPLEMENTATION CONSIDERATIONS

UCaaS is available to all commonwealth agencies.

Telecommunications service requests may be submitted at:
<http://vita2.virginia.gov/misforms/forms/TSRv2.cfm>