



VOICE AND DATA SERVICES

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VITA VIRTUAL SERVICES FAIR

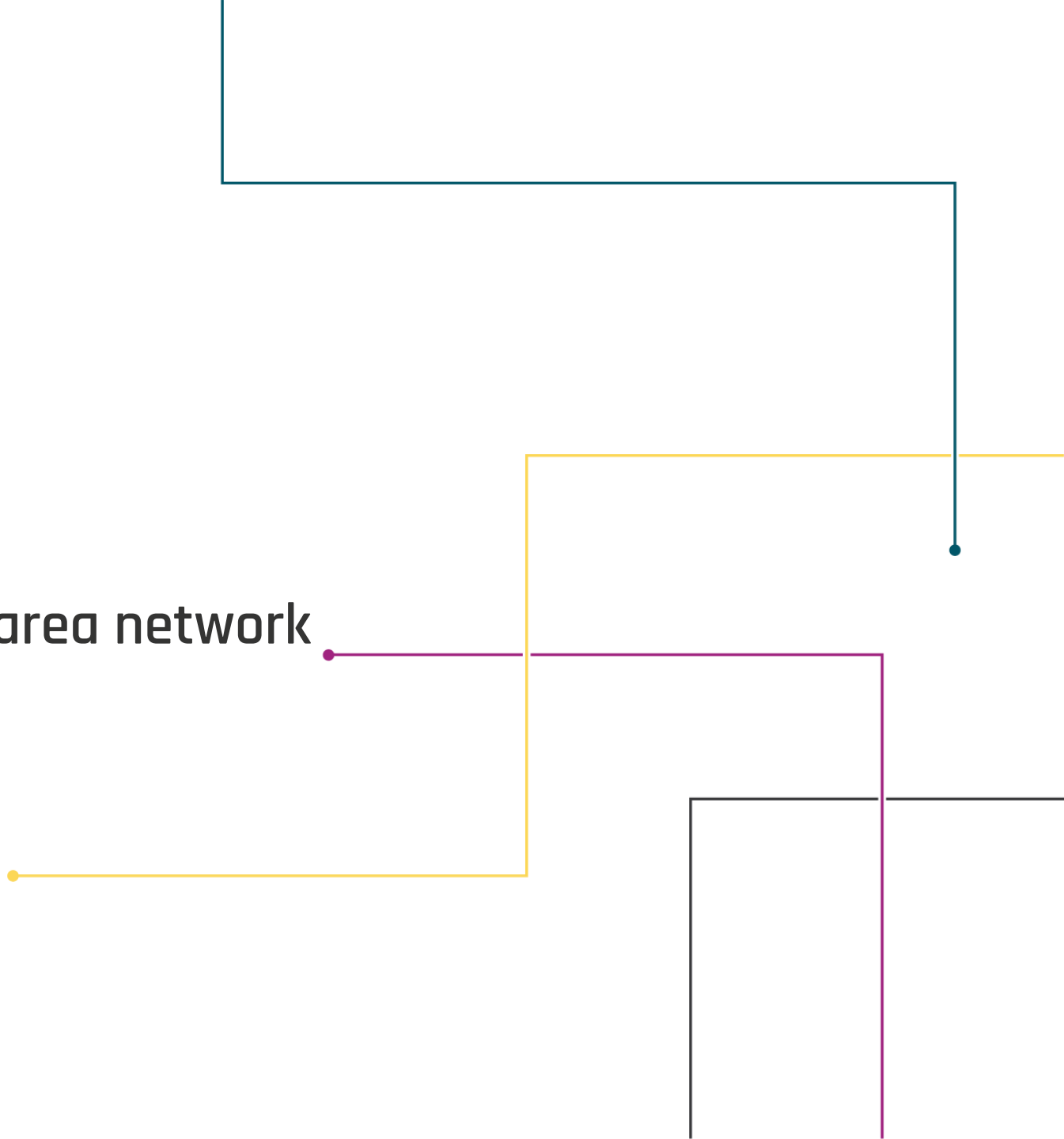
OCT. 20, 2021



- Managed software-defined wide area network (SD-WAN)
- Digital CX - Digital customer experience
- Wireless WAN access (WWA)
- Virtual communications express (VCE)

SD-WAN

Managed software-defined wide area network





Managed SD-WAN enables the seamless connection of multiple technologies, creating a consistent user experience by leveraging Ethernet and broadband networks. Working across any type of connection, SD-WAN offers the capability to manage the application and not the device.

Adaptive software-defined policies enable intelligent traffic routing that takes into account performance, security requirements, dynamic real-time network conditions and utilizing low-cost connections for non-mission-critical applications.

Verizon's managed SD-WAN service is built on internetworking operating system (IOS) XE on Cisco integrated routers (ISR) and aggregation service routers (ASR), and based on Cisco/Viptela technology, vEdge routers and vManage controller.

VALUE OF THE SERVICE TO AGENCIES

1. **Improved performance** - Relieve the pressure that cloud and mobile services place on your network; automatically route/re-route application data to the best route, as network conditions change.
2. **Increased awareness and control** - Get detailed visibility into your network performance with advanced near real-time monitoring solutions; analyze traffic patterns, network use and performance to better understand your specific infrastructure needs for future planning and investment.
3. **Enhanced security** - Integrate multiple security options, including cloud-based firewalls and other virtual and non-virtual security solutions; provides flexibility to architect a secure WAN that balances compliance/risk with performance.
4. **Bandwidth efficiency** - Use the best connections when needed and lower-cost routes, when possible, to reduce total cost of ownership; control spend on multiprotocol layer switching (MPLS) network and utilize low-cost connections for non-mission-critical applications

OPTIONS: AGENCIES HAVE THREE SERVICE LICENSING OPTIONS FOR MANAGED SD-WAN

Essentials license	Advantage license (Recommended)	Premier license
<p>Enables base features for centralized management, automation and provisioning. Essentials should only be used for single site deployment, which does not require analytics and advance voice features.</p>	<p>Includes the features of the base Essentials license and adds analytics and assurance feature sets. This is the most comprehensive license.</p>	<p>Introduces policy and security feature sets as well as all those in the Essentials and Advantage licenses. Premier license typically applies to data center locations and is not recommended for remote agency locations.</p>

AGENCY WITH 100+ SITES

Business challenges

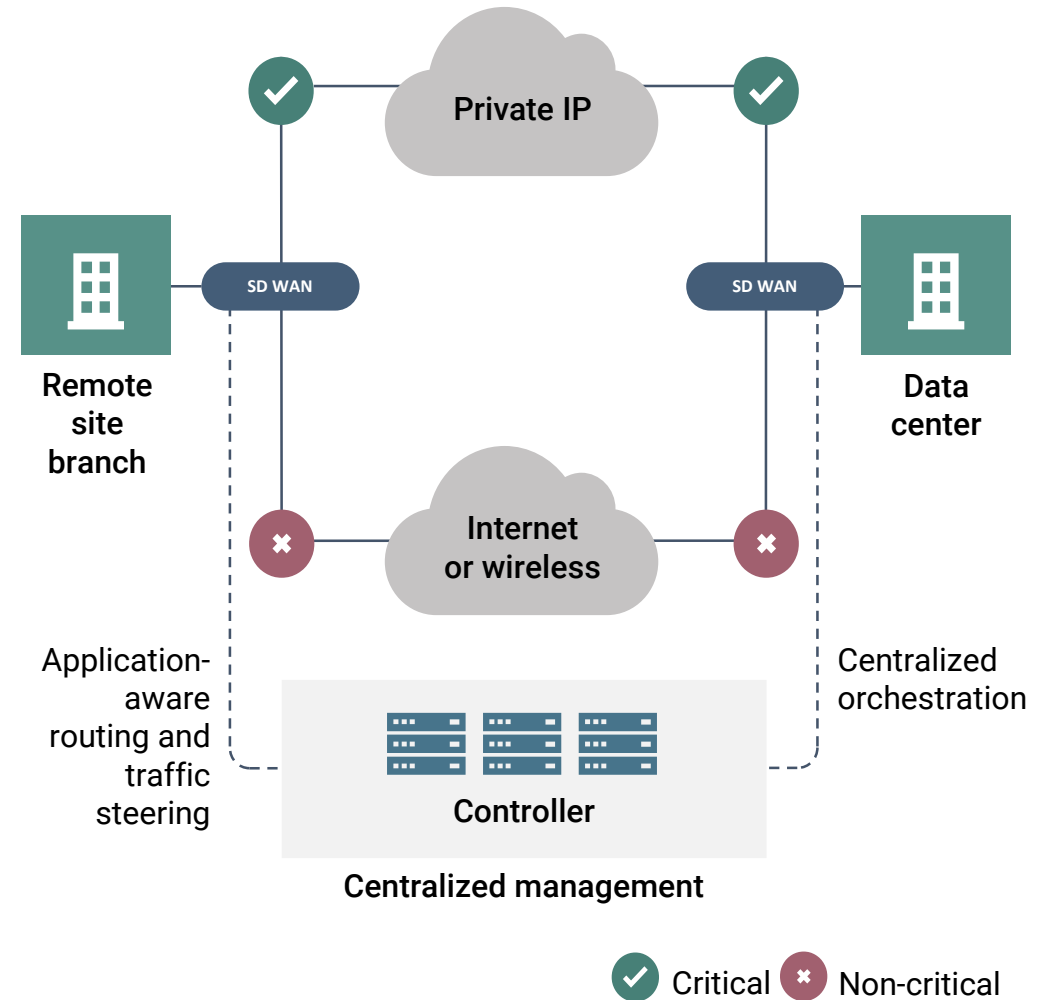
- Increase WAN resiliency and available bandwidth to improve application performance and enable greater agility to open new branch offices quickly

Outcomes

- Increased available bandwidth
- Improved application performance 30–40%
- Improved customer service and experience

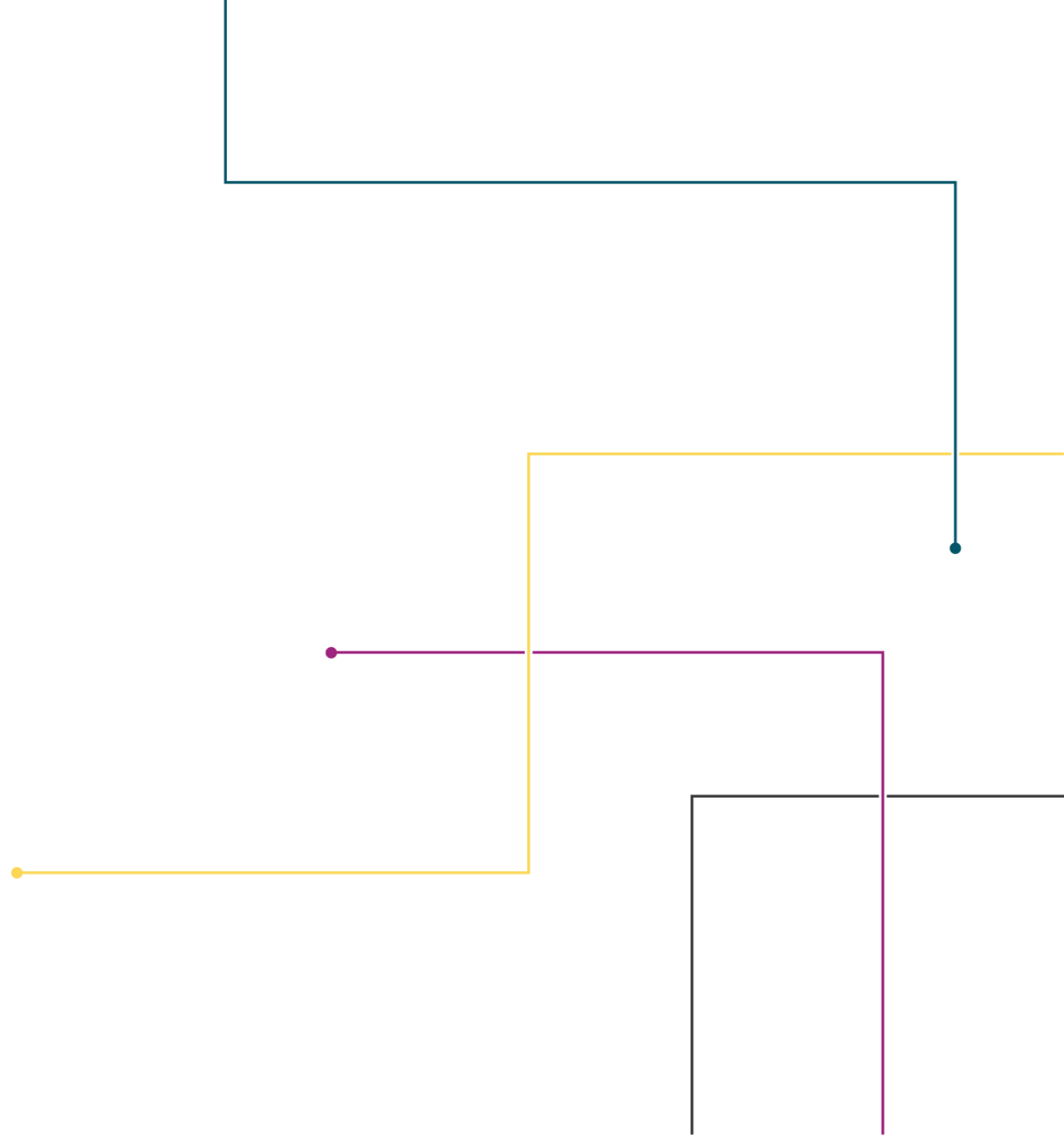
How we helped

- Replace existing routing infrastructure with EdgeConnect SD-WAN edge platform
- Implemented application policies with intelligent near real-time steering



DIGITAL CX

Digital Customer Experience



Digital customer experience (Digital CX) is a software as a service (SaaS)-based customer engagement solution that enables agencies to manage their end users' digital customer experiences from the cloud, with a variety of optional features.

Digital CX enables automated self-service for agency's end-users, intelligent knowledge management authoring and search, and brand engagement for agencies via social media channels.

Digital CX service includes access to a management portal (Digital CX portal) for agencies to administer the Digital CX solution directly.

VALUE OF THE SERVICE TO AGENCIES

1. **Virtual agent:** 24x7 specialty bot that engages in a question-and-answer dialog with the customer to navigate the customer to information and resources. It is an automated bot (not a human) that uses natural language processing to understand the intent, sentiment and history behind an individual question to deliver a personalized response.
2. **Live agent:** connects customers to a live agent (a human) at the agency, such as a human in a contact center. This feature leverages the agency's existing web and app infrastructure to route communication between customers and live agents with VoIP, video and text chat.
3. **Knowledge assist:** enables agency and customer users to find knowledge more quickly. Data is collected about how agency and customer users interact with the knowledge, the most frequently searched for knowledge, and improvement opportunities to improve knowledge management.
4. **Social engagement:** enables agencies to monitor their online and social media presence; customized to unique needs and requests of agency; configured to monitor select social media and online tools based on the agency's instruction.



AGENCY PROCESSING HIGH VOLUME OF CLAIMS

Business challenges

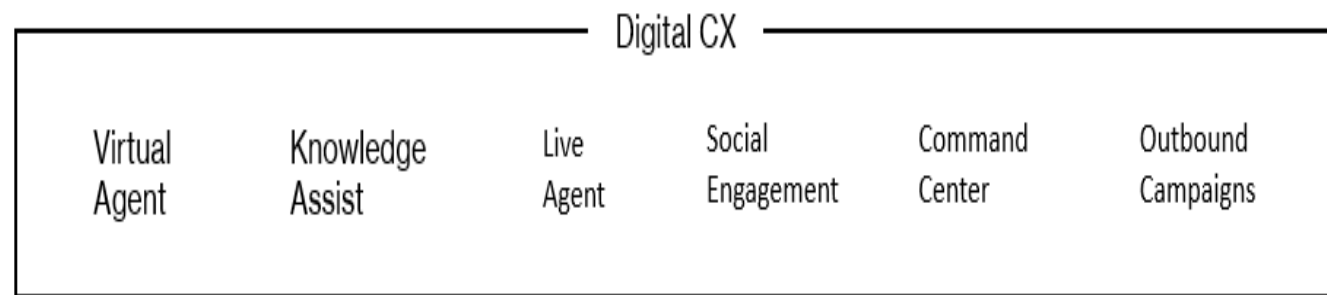
- Today’s customers are becoming more tech-savvy with access to more technology, particularly younger generations
- Customers want fast results, they don’t want to carve out 15 minutes of their day to make a phone call and sit in a queue

How we helped

- Implemented virtual agents or “chatbots” for self-service automation
- Connect to live agents on any device
- Built a robust knowledge assist
- Respond to social media posts in near real-time

Outcomes

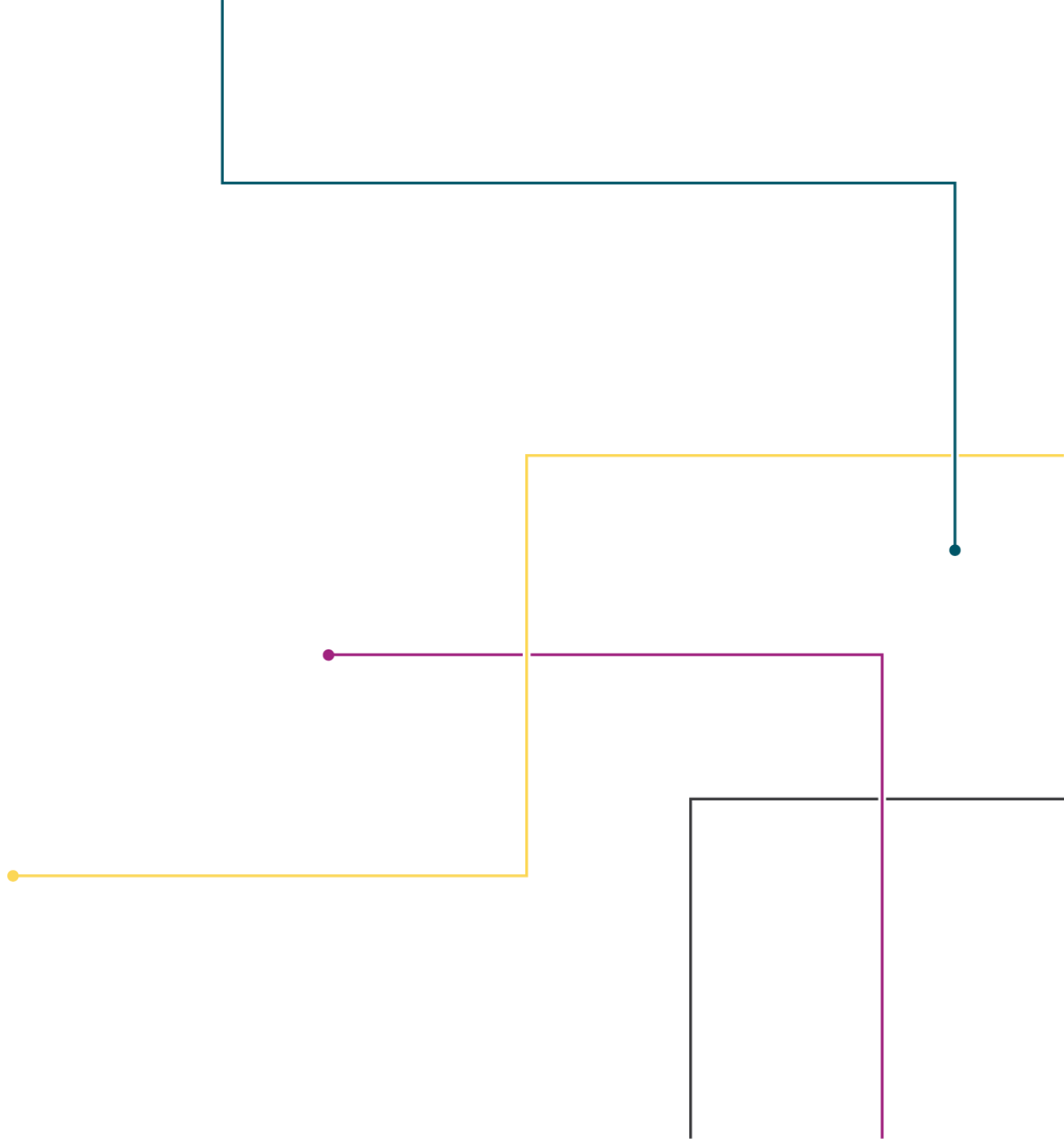
- Automate high-volume inquiries
- Sift through noise and identify influencers
- Increase agent efficiency and consistency through intelligent augmentation



Ongoing implementation enhancements

WWA

Wireless WAN access



WWA is a router that provides flexible, reliable connectivity and provides security control when combined with the Verizon secure gateway, SD-WAN, or Managed Wide Area Network (WAN) product offering.

A WWA router is a customer premise equipment (CPE) device that provides rapid service delivery for agencies that require flexible location service wherever Verizon Cellular Wireless Broadband service reception may exist.

The WWA router node can provide up to 50 megabits per second (Mbps) service.

VALUE OF THE SERVICE TO AGENCIES

1. Fast site service speeds without the special construction costs often found to bring Ethernet service feeds.
2. Unplugs and moves to the next location in a short delivery cycle, often demanded by agencies caught in a need to move work locations.
3. Wireless provider agnostic
4. It allows access to mission-critical business and revenue-generating applications, even during dedicated wireline circuit provisioning.
5. In the case of SD-WAN, a Cisco device is available.

AGENCY WANTING TO ENHANCE CUSTOMER EXPERIENCE

Business challenges

- Circuit intallation delays due to special construction costs
- Short term depolyment to support event or grand opening
- Need backup solution should the primary circuits fail

Outcomes

- Fast deployment of business grade internet to remote locations
- Reduce delays of office moves or openings
- Provides fail over solution should primary wireline circuits fail

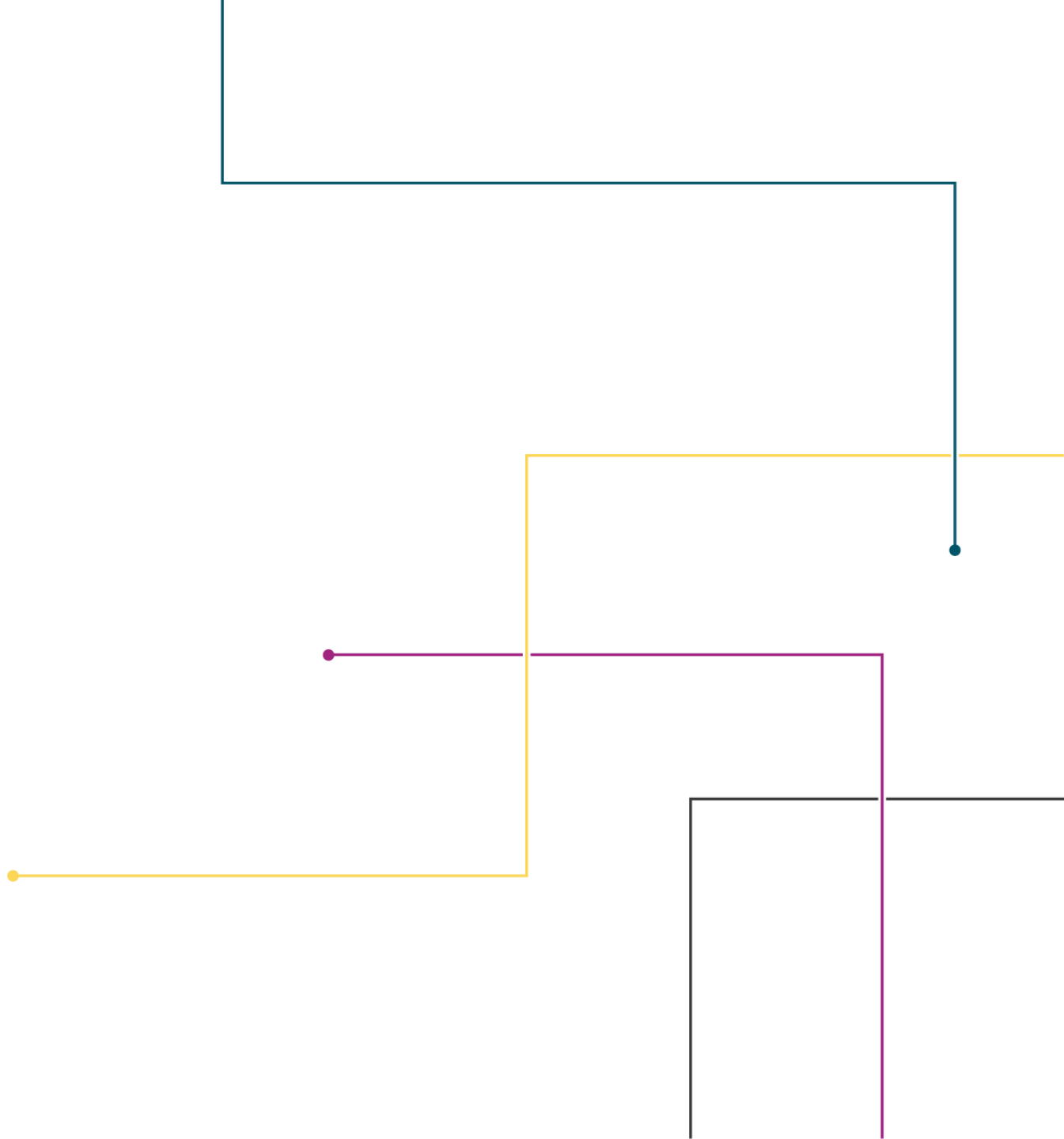
How we helped

- Deployment cradle point router to complement existing WAN services (secure gateway, SDWAN)



VCE

Virtual Communications Express



Virtual Communications Express (VCE) is cloud-based communications with enterprise-level features. VCE offers feature rich, end-to-end business phone systems solutions delivered reliably via the Verizon cloud. The "plug and play" option helps your agency boost productivity while using your existing internet broadband service and leverage the efficiencies of unified communications.

Cloud-based, hosted VoIP service allows for access using private IP or internet. Allows users access to a user portal for self administration, easy administrator access and intuitive portal, feature-rich service with traditional voice calls, mobility, voice to fax services, conferencing service for up to six users, voice to email messaging, call center features as well as call queuing.



VALUE OF THE SERVICE TO AGENCIES

1. **Ease of install** - Work virtually anywhere with plug-and-play service
2. **Supports multiple devices** - Connect on multiple devices, desk phone, PC, mobile devices
3. **Self management** - Portal allows for quick moves, adds and changes to service without opening a ticket
4. **Simple cost structure** - No large capex investment needed, all services are provided from the cloud

AGENCY WANTING TO ENHANCE CUSTOMER EXPERIENCE

Business challenges

- Agency employees need a voice solution to work virtually anywhere
- Minimize service disruption
- Make changes in a matter of minutes vs days

Outcomes

- Agents can work virtually anywhere
- Significantly reduced outages
- Customer can now self serve to make changes to existing and new employee phones

How we helped

- Deployment of phones via plug and play self installation
- Enhanced Business continuity via redundant cloud infrastructure
- Centralized administration and control via online portal



- All Verizon services are ordered through the service catalog
 - SD-WAN available now: [Network Services](#)
 - Digital CX - Digital Customer Experience: Coming Soon!
 - Wireless WAN Access (WWA): Coming Soon!
 - Virtual Communications Express (VCE): [Voice Services](#)

VITA SERVICE TALKS

Let's continue the conversation





LET'S CONTINUE THE CONVERSATION

VITA is offering customers an opportunity to expand upon the discussions that were started today. These service talks will either be one-on-one (agency/supplier) or in open group settings and will provide agencies the opportunity to ask more detailed questions about the services and how they can be applied to their organizations.

PLEASE VISIT THE VITA WEBSITE, VIRTUAL SERVICES FAIR PAGE, FOR INFORMATION ON JOINING THE GROUP SESSIONS AND SIGNING UP FOR 1:1 SESSIONS:

[HTTPS://WWW.VITA.VIRGINIA.GOV/TECHNOLOGY-SERVICES/SERVICES-FAIR/](https://www.vita.virginia.gov/technology-services/services-fair/)



The following VITA service talks have a capacity of 500 attendees:

- **Cloud services**
 - Tuesday, Nov. 9: 9 – 10:30 a.m.
 - Tuesday, Nov. 16: 1 – 2:30 p.m.
- **Messaging services**
 - Thursday, Oct. 21: 1 – 2:30 p.m.
 - Thursday, Nov. 4: 9 – 10:30 a.m.
- **Voice and data services update**
 - Monday, Oct. 25: 1 – 2:30 p.m.
 - Monday, Nov. 15: 9 – 10:30 a.m.

Questions can be submitted in advance by emailing businessreadiness@vita.virginia.gov. Please include the topic in the subject line. For example: Question for messaging service talk

One-on-one service talks are available first come, first served. Please coordinate with your team and sign up your agency for one session only.

- **Application integration services (AIS)**
 - Wednesday, Oct. 27: 9 – 10:30 a.m.
 - Wednesday, Nov. 10: 1 – 2:30 p.m.
- **ePen**
 - Thursday, Oct. 28: 9 – 10:30 a.m.
 - Wednesday, Nov. 3: 1 – 2:30 p.m.
- **Box**
 - Monday, Nov. 1: 9 – 10:30 a.m.
 - Friday, Nov. 12: 9 – 10:30 a.m.
- **Robotic process automation (RPA)**
 - Tuesday, Oct. 26: 9 – 10:30 a.m.
 - Monday, Nov. 8: 1 – 2:30 p.m.