IOT Unified Communication Services - 2023

Who We Are:
A 14-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). 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 34,000 Teams Audio Conference accounts.

Our Products:

1201 Long Distance switched and dedicated	Conference Calling, Dir. Assistance and Calling Card	1186 SolVasS
1202 800 # Service switched and dedicated	1043 Telephone - Centrex	1186T Teams Voice License
	1044 Telephone - Remote	1186P C435HD - Audiocodes Phones
1203 Non-Contracted Long Distance,	1221 WebEx, Teams Audio Conferencing and Teams Video Integration	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 SoIVaaS - Call Detail Reporting and SoIVaaS 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 Admin:	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%+ Green
Capacity/Performance Planning:	98.0%+ Green
SoIVaaS IP Telephony Servers:	99.9%+ Green

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 SoI VaaS and utilize WebEx and Teams. Microsoft Teams Voice (MSTV) was recently added to enhance the SoI VaaS offering and service.

Recent Major Accomplishments:
- Migrated more State remote agency offices to SoI VaaS.
- Added Teams audio conference calling to all Teams accounts and changed cost to free.
- Migrated more 800# services to new SoIVaaS solution and reduced cost.
- Migrated more telephony solutions to SoI VaaS Voice over IP service.
- Moved 1149 SoI VaaS softphone accounts to MSTV softphone.
- Enabled Video to Microsoft Teams Integration.
- Standardized on Logitech and Neat Bar video solutions with Microsoft Teams Room integration.

Current Projects:
- Continue to migrate voice customers to new SoI VaaS solution.
- Continue migrating remote offices on traditional telephony to new SoIVaaS 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 SoI VaaS to MSTV.
- Expand adoption of Video and Microsoft Teams Room Integration.
- Continue to Audit Agency Telecom Billing.