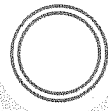


Telephone Replacement Project Getting to VoIP



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Project Overview



- Project Purpose – Replace the end of life NEC phone system with supported equipment
- VoIP is the next generation technology
- Project Outcome – A converged telephone/data network leveraging VoIP

What is VoIP



- **Voice over IP, or Voice over Internet Protocol**
 - Telephone calls over a data network instead of over the traditional analog Public Switched Telephone Network (PSTN)

Current Telephone Network



- 5185 telephones, and 1325 analog lines
- 14 Campus PBXs - 2 VoIP systems
- Voice mail system
- T1 lines for PBX to PBX connectivity, on County owned microwave network
- Consortium audio conference
- Nuance speech recognition system
- Polycom video conferencing systems
- E911

Approaches to Replacement



- **Premise based**
 - Phased approach current vendor, NEC
 - Forklift conversion to new vendor
- **Cloud Based**


Gartner Consulting to help us determine best approach – one of many key decisions

Benefits of this Project



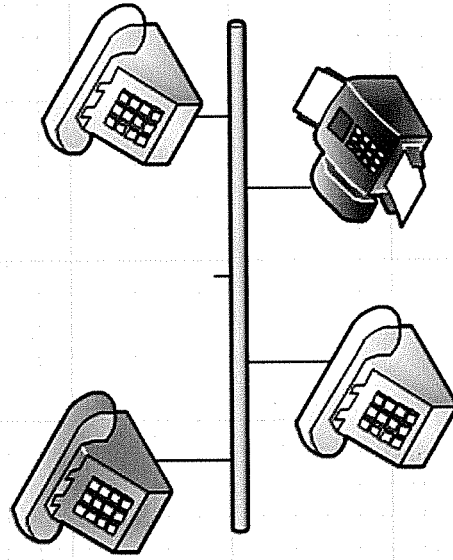
- **Leveraging an expert allows us to:**
 - Approach this project in thoughtful and comprehensive way
 - Reduce risk
 - Impartial recommendation
 - Appropriate purchasing decisions

Benefits of this Project

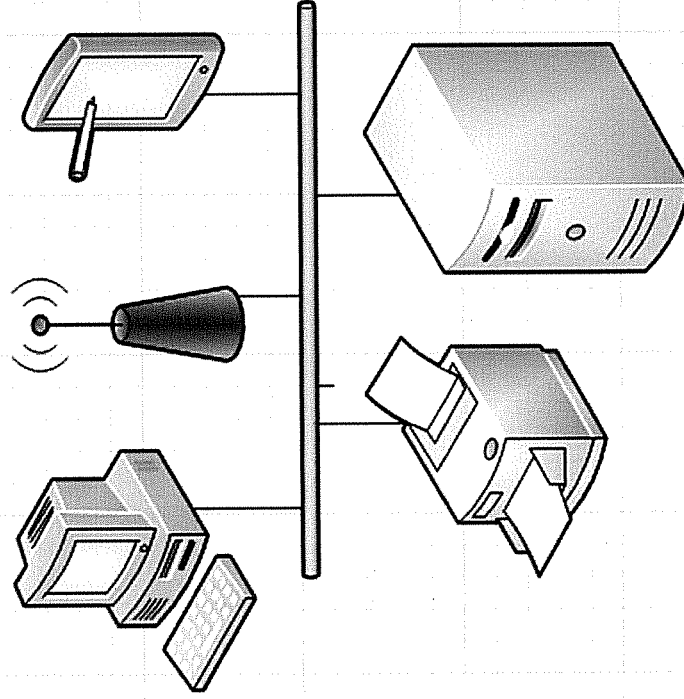


- **Create efficiencies**
 - Lower telecom charges
 - Converge the voice and data network
 - Productivity gains
 - Enhanced Call Center Features

Current Environment Two Networks

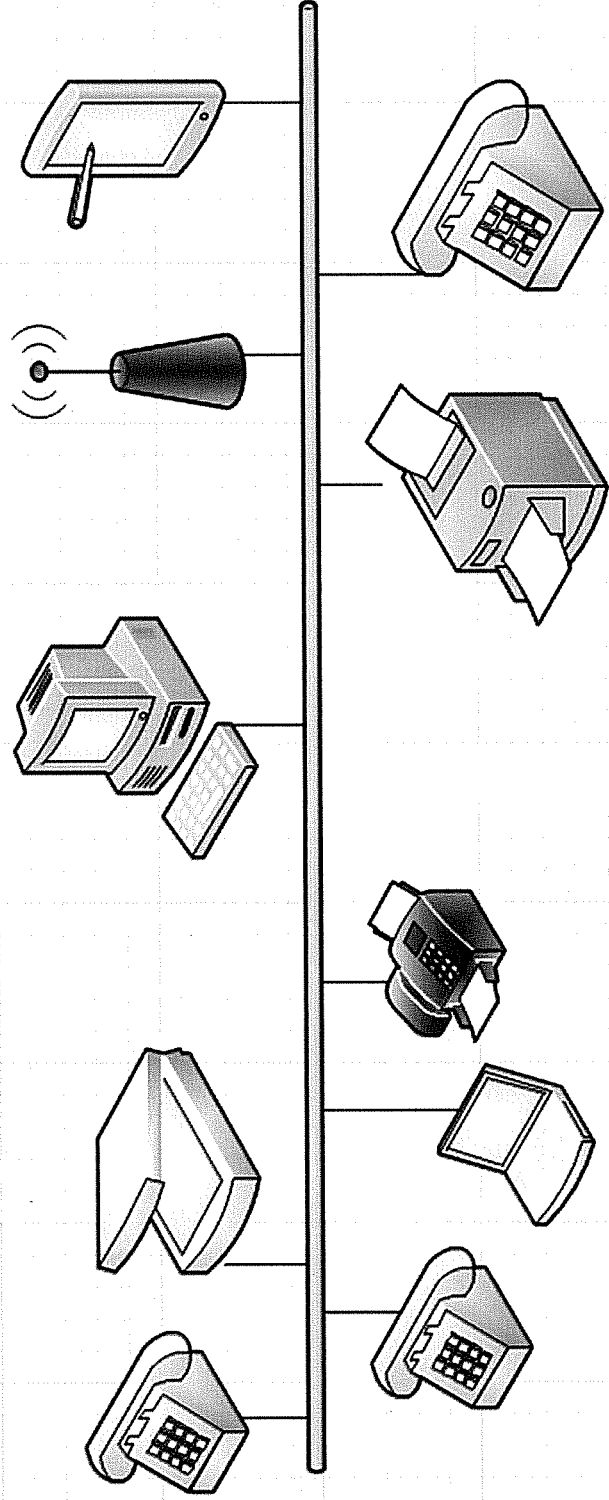


Voice Network



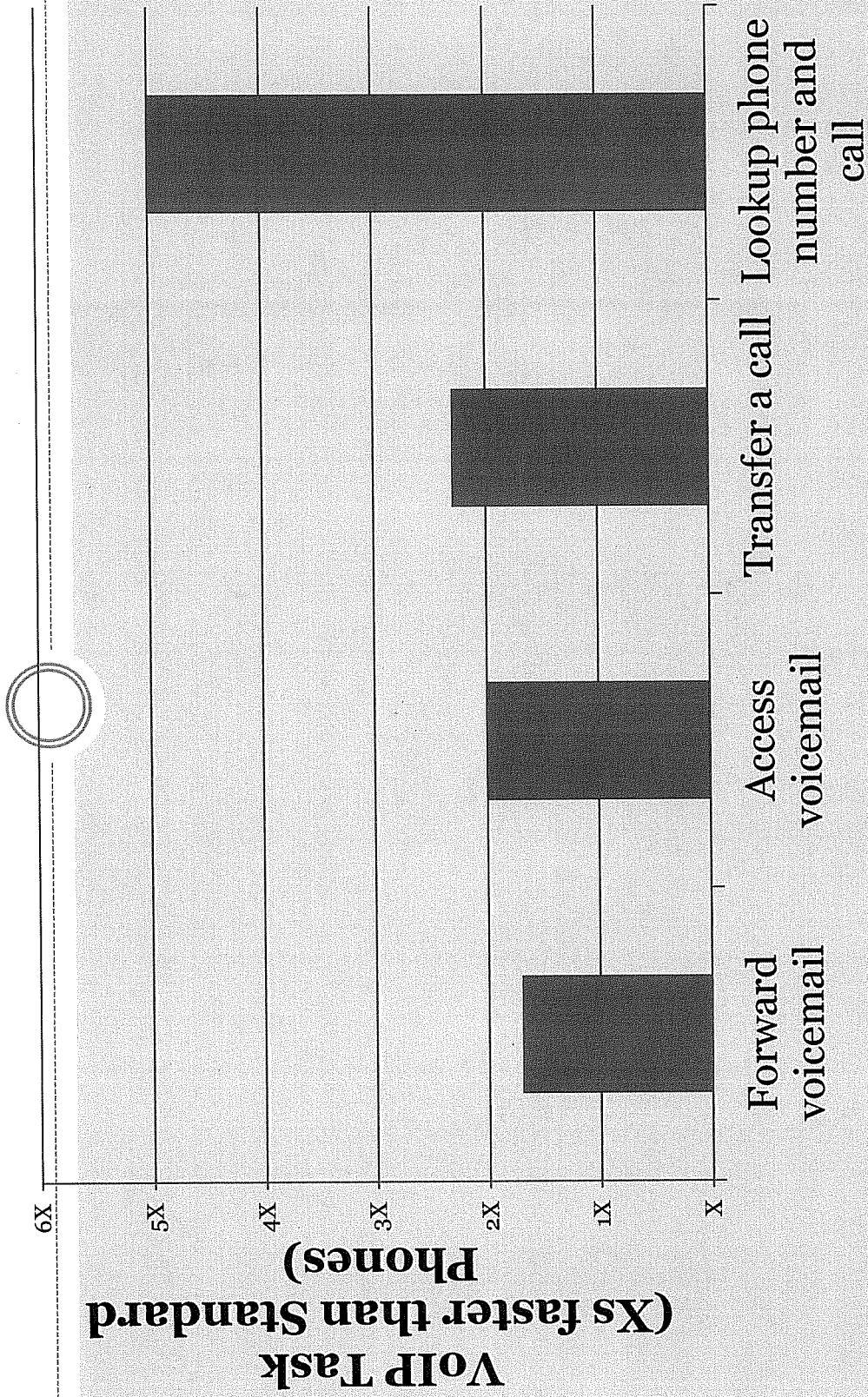
Data Network

Converged Network One Network



Voice and Data Network

VoIP Repetitive Tasks Productivity Gains

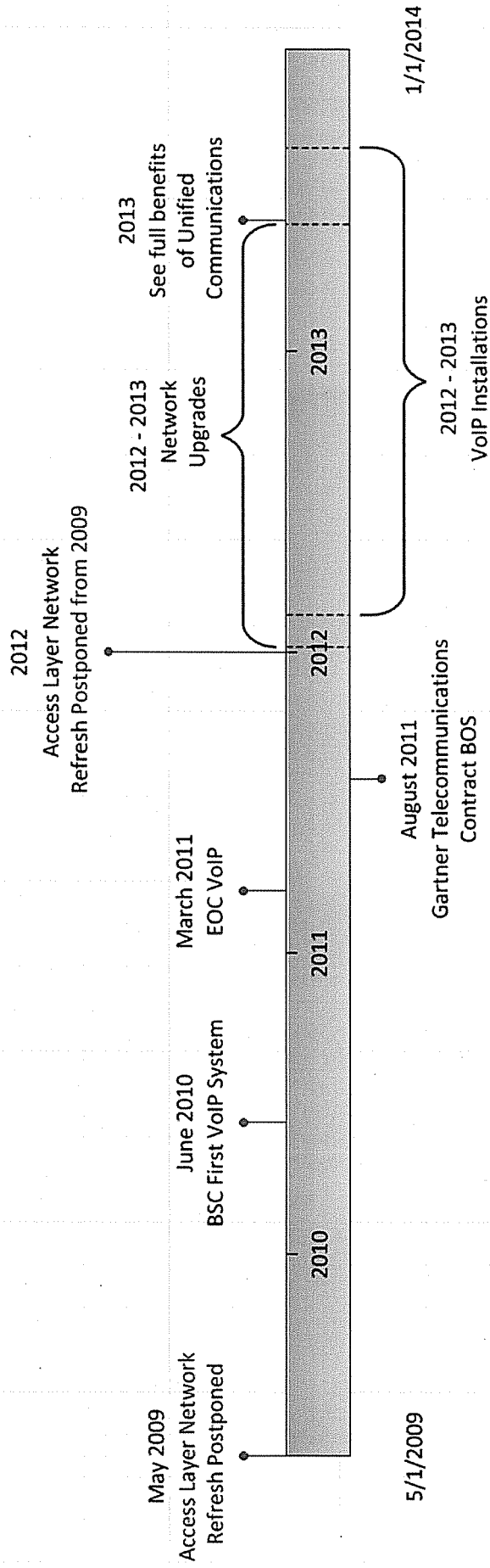


Project Challenges



- Costs of upgrading the data network
- Troubleshooting telephone service issues may become more difficult.
- Single point of failure. A network outage takes down the PC's as well as the telephones.

PROJECT TIMELINE



*In 2003, APCD intalled the first VoIP system supported by General Services / Telephone division

Delaying the implementation of VoIP

RISK

● Limited access to support

● Difficulty obtaining replacement parts

● Business cost of extended downtime

● Loss of mission-critical service

Conclusion



- Converting to VoIP is inevitable
- Hiring Gartner will assist us in developing a comprehensive plan to implement this technology
- Reduce risk of operating on aging equipment