

Moving from Centrex to Verizon Unified Communications and Collaboration as a Service for Government



Overview

The venerable central exchange (Centrex) telephone service has been an attractive alternative for organizations that don't want to manage and maintain their private branch exchange (PBX) infrastructure. Since the mid-1960s, it has served numerous workforces large and small. With Centrex, rather than deploying and maintaining a PBX on their premises, subscribers utilize infrastructure in a Telco central office facility as their branch exchange. It's a hosted service, with the equipment—aside from the telephones themselves—owned, managed and maintained by the service provider.

Providing affordable, highly available and reliable dial tone and voicemail services, Centrex service requires little capital investment beyond the initial procurement of the telephone sets. In recent years, some advanced features have been added such as call detail recording, enhanced billing and virtual private networking services. Centrex, however, is delivered on a Class 5 circuit-switched, time-division multiplexing (TDM) network architecture. Centrex was created long before most of us could conceive of mobile communications for the masses—the pervasive use of network video, instant messaging, presence applications and web conferencing. Now, these new and exciting applications are available as a fully integrated and collaborative service.

Beyond Centrex, what are your options?

The platforms that Centrex services are based on have served the industry extremely well but were not designed for today's communications. Delaying migration to a more modern service

There are many options for agencies that want to move beyond Centrex:

Do it yourself:

You can purchase the applications, user seats, maintenance and subscription services yourself, along with the required hardware platform(s). The burden to perform or pay for installation, management, minor and major upgrades, security patches and more becomes your responsibility. Organizations often underestimate the level of effort required to operate these applications and services. Also, platform hardware requires cyclical platform upgrades, an expense that is difficult to plan for. All upgrades involve risk (extended downtime or upgrade failure), which is a potential cost element.

Many do-it-yourself (DIY) customers purchase and have the intent to leverage this technology to enable employee mobility, desktop integration, video and other capabilities but never succeed due to its complexity. Purchased but undeployed application instances are common. In those rare cases when these advanced capabilities have been deployed, the business results are often disappointing because of the heavy IT focus required to maintain the service rather than focusing on the adoption and use of these new applications.

Verizon Unified Communications and collaboration as a service for government (UCCaaS for Government)

UCCaaS is a best-of-both-worlds service offering. It provides the agility and rich capabilities associated with an individually- owned, on-premises system, along with the predictable cost model associated with a cloud-based offering. Verizon's UCCaaS for Government is built on Cisco's FedRAMPSM Authorized HCS-G Hosted Collaboration Solution for Government!¹ This provides federal agencies a powerful and versatile secure collaboration solution, vetted and authorized for agency use.

UCCaaS for Government delivers secure, reliable feature- rich telephony and voicemail while supporting a broad range of endpoint options. UCCaaS for Government is not about simple dial tone and voicemail; it is about increasing business agility. It is about streamlining business processes and reducing human latency. It is about faster and better decision making. The services that UCCaaS for Government offer can improve time to market, speed innovation and improve your business' adaptability to changing conditions and events. This Verizon cloud-based network service relies on Verizon to manage all aspects of a migration from Centrex, including planning, implementation, training and adoption services. Different service tiers are available depending on the requirements of employees' various job roles. The quality, reliability, and failover features are as robust as what you're already used to with Centrex. It also includes Verizon's high service uptime targets, with management, monitoring, and multilayered security, and stringent SLAs.

Telephony is only one component of a range of services available with UCCaaS for Government. Comparing Centrex to UCCaaS for Government is not practical, much like comparing an early mainframe computer to today's PCs or a first-generation cell phone to a smart-phone. Like Centrex, UCCaaS for Government benefits include rapid deployment, low capital investment and reduced risk of technology obsolescence. Both have predictable costs and built-in disaster recovery and a redundant, automatic fail-over, load-sharing architecture for high availability. But beyond these similarities, the wide array of services and the cloud-based infrastructure of UCCaaS for Government put it in a class by itself.



Verizon UCCaaS: in the cloud

When people think "cloud", they often think of exposed services that reside on the public Internet. Verizon UCCaaS is a suite of services that physically reside in Cisco data centers, but are logically accessible directly from the customers' private networks.

An optional component for mobile workers is public network accessibility, which employs enhanced risk mitigation to enable secure deployment. Each organization has its private instance of applications/services on its private network. These redundant applications reside in physically diverse, load-sharing, data centers, offering a level of robustness that is impractical for all but the largest organizations to achieve on their own.

When compared to DIY solutions, UCCaaS for Government's delivery of services to users is faster, as is its ability to scale utility model, customers pay for what they need, when they need it, based on the number of users provisioned and the features subscribed to. If your number of users declines, you pay less. UCCaaS for Government scales to meet your needs.

¹ Verizon's UCCaaS for Government is built on Cisco's FedRAMP Authorized HCS-G Hosted Collaboration Solution for Government.

Capabilities	TDM Centrex	UCCaaS for Government
Available services	Call control and voicemail	Full suite of Unified Communications and Collaboration (UC&C) services (audio/video call control, voicemail, instant messaging and presence, screen sharing and mobility and WebEx net conferencing)
Consistency of services	Varies by state or region	Consistent feature set across all geographies
Customization of services by worker type	Limited availability	Different packages available for different worker type
Mobile device accessibility	Limited	Services available on virtually any device with Apple iOS and Google Android operating systems
Desktop/groupware integration	No	Yes
Administrative management tools	Limited availability and functionality	Customer facing administrative portal
User self-service capabilities	Limited	End user self-care available

Verizon UCCaaS for Government: services

It's innovation in the consumer space where we've seen the most dramatic advances in anytime, virtually anywhere multi-modal communications, sharing, and collaboration. Millennial employees take these features for granted. For instance, even when made available from their employer, workers increasingly prefer a bring-your-own-device (BYOD) policy for mobile devices. According to IDC, worldwide shipments of employee-liable smartphones will increase from 274.4 million units in 2017 at a compound annual growth rate (CAGR) of 4 percent and reach 312.1 million units in 2021.²

With UCCaaS for Government, an array of superb communications and collaboration services help unite today's disparate workers for Government also embeds these services into business applications to make it easier for your employees to connect with each other and with customers and partners, accelerating the pace at which work gets done:

Voice and video

Make voice or video calls from multiple sources, including older TDM network or newer IP networks, using desktop phones, PCs or mobile devices.

Presence

See if someone is available, in a meeting, on a call or offline using presence technology.

Instant messaging

Contact people through texting on a desktop phone, PC or mobile device.

Conferencing

Integrate with web-based meetings that include audio, video and document sharing.

Unified and integrated messaging

See email, voicemail and visual voicemail on fixed and mobile devices.

Mobility

Provide a wide array of mobile devices with access to communications and collaboration services and applications within and beyond the office network.



Whether you're at the office, at home or on the road; whether you're at your PC, using your smartphone or tablet; whether you're in a meeting, on a call or working in one of your agency's systems—with UCCaaS for Government, you'll rarely be out of touch. UCCaaS for Government empowers you and your fellow employees to easily and naturally communicate and collaborate in real time to deliver timely responses, more informed decisions, closer relationships and faster service: all with fast deployment and a predictable cost structure.

As for the devices and endpoints, a broad set of options is available, with choices ranging from the break room to the C-level suite.

² IDC Worldwide Business Use Smartphone Forecast, 2017–2021

UCCaaS for Government in action

How can Verizon UCCaaS for Government be used to make workers more efficient and accelerate processes?

An alternative to upgrading or replacing TDM PBXs, agencies can migrate to UCCaaS for Government and with it bring additional as mobility and presence, to help improve employees' ability to communicate and collaborate quickly and seamlessly. Adding Verizon's Session Initiation Protocol (SIP) Trunking, part of the Verizon PIP network, allows them to cost-effectively extend local, long-distance, and inter-office on-net dial plans and integrated messaging services for all office locations.

UCCaaS for Government can benefit state and federal family service agencies by enabling social workers to more efficiently manage an increasing number of child protection and adult services cases. It helps by integrating UCCaaS for Government services through the optional Cisco Jabber client on social workers' tablets to provide call control, voicemail, instant messaging, video conferencing and presence, as well as integration with their case management software.

This functionality allows social workers to update case records, instant message and speak to supervisors from the field—saving valuable travel time—to help make faster decisions and set up instant, point-to-point videoconferencing sessions with other support service agencies and staff from virtually anywhere.

Approaching a Centrex-to-UCCaaS migration

The good news: Verizon can handle every aspect of your migration, migration, including planning, scheduling, implementation, train-the-trainer user training and post-implementation support. And with the right adoption plan in place, users can quickly learn how to use both the endpoints and applications.

UCCaaS for Government deployment includes connecting two locations to the Verizon Private IP network. Private IP – Verizon's Layer 3 MPLS VPN service – offers privacy, security and the kind of performance and quality required by real-time voice and video applications. It maintains high levels of uptime, reduces manual networks for increased security, adds quality of service (QoS) features and may improve bandwidth utilization by converging multiple data types on shared links.



UCCaaS for Government is deployed in redundant US-based data centers designed to provide high levels of availability and business continuity benefits. Geo-redundant data centers offer pre-engineered, pre-integrated and validated configurations for computing resources based on sizing requirements that enhance UCCaaS for Government deployments, supporting the agencies' Continuity of Operation Plans (COOP) while adding consistent performance and capacity profiles.

UCCaaS for Government has many levels of service available; however, you pay for what you need, based on the number of users and the applications you choose. Reducing an end user move from days to hours is another strategic advantage of migrating from Centrex to UCCaaS for Government. With the migration to UCCaaS for Government, you'll soon discover the popular for organizations around the world.

Getting started with UCCaaS for Government

The move to UCCaaS for Government starts with a trigger event, whether it be a contract that is due to expire, equipment reaching end-of-support, a costly major upgrade on the horizon, or a move to or the addition of a new facility. Once these discussions begin, many customers realize more questions are being raised than answered and find themselves looking for guidance on a UC&C strategy. Verizon's professional services team can assist organizations in this important planning activity. We offer a UC&C strategy workshop to equip you with the knowledge and skills that can help you make informed decisions on what type of solution is best suited for your business.

Our leading unified communications and collaboration practice and UC&C workshop can then help you create a strategy that aligns with both your current and future business requirements.

We help you:

Understand your current UC&C goals and objectives

Identify a strategy based on your organization's objectives

Perform a financial impact analysis to align the organization with best UC&C migration practices

Determine if a converged network solution is appropriate for you and what the right migration strategy would be

Complete technology benchmarking to determine the best platform for implementation

Offer in-depth UC&C subject matter expertise and guidance to management

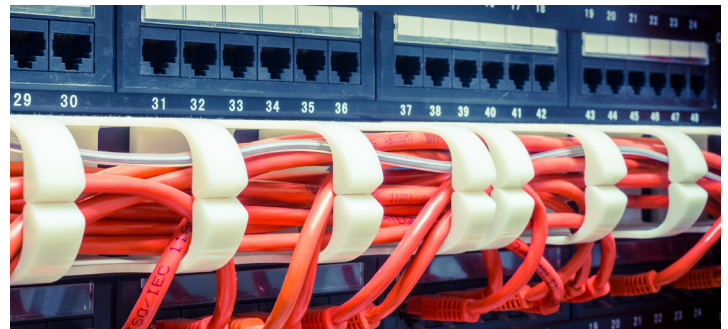
Inter-Platform Capabilities

As an optional service, Verizon can design an inter-platform tie line capability with your existing Centrex solution, allowing for dial plan integration and simplifying the migration plan to UCCaaS for Government. Working with your Verizon team, you can develop a custom solution that allows a Centrex user to call a UCCaaS for Government user while retaining the existing dial plan, thus reducing the impact and training to the end user.

Why Verizon

Verizon understands that success is measured in organizational results. Aligning to these goals can be tough to achieve for IT departments that are focused on technology deployment, rolling out new services, operations and maintenance, all while "keeping the lights on". The cost of operations and scheduling can be difficult to determine with all of the complexity and unknowns that require attention. Having the ability to stay ahead of the changes in today's technology environment has never been more challenging.

Verizon UCCaaS allows IT to focus on what matters: helping users adopt and leverage technology, and staying aligned with the business imperatives of the company. UCCaaS for value, predictable cost structure, and reduced risk. We support and manage our solutions with lifecycle-focused professional services engagements that span planning, design, implementation, operation, and management. These services are delivered by solutions experts skilled at helping agencies make the transition from premises-based to efficient managed and hosted communications solutions.



Learn more about Verizon UCCaaS for Government solutions:

Contact your account representative or visit federal.meetwithease.com

For more information, go to verizonenterprise.com/industry/public_sector/federal/ucc/ucaas.xml