IOT Unified Communication Services - 2020

Who We Are:

An 13-member team that manages IP Telephony, Remote Site Telecommunication, Centrex and call center systems.

Our Mission:

Manage IP Telephony and Telecommunication systems, sub-systems, vendors, contracts and orders. Manage customer call center servers, sub-systems, agent software, vendors, contracts and orders.

Department:

493020

Manager:

Mike Hicks

When We Were Formed:

Premise-based IP Telephony was established in 2007. Hosted IP Telephony Voice as a Service was established in 2016. Genesys (formerly ININ) Contact Center Support was established in 2015.

What We Do:

The Unified Communication teams are responsible for IP Telephony, video, WebEx and call centers. The IP voice team completes add/move/changes. It also configures, manages and provides tier 1 (and 2) support for more than 14,398 IP Telephony endpoints, servers, sub-systems and voice gateways (VG's). The IP voice team also coordinates system hardware and software upgrades. The call center team completes add/moves/changes, It also configures, manages and provides tier 1 (and 2) support for more than 30 customer call center servers, sub-systems, voice gateways and more than 6,600 agents. The call center team also performs systems hardware and software upgrades.

Our Products:

1201 Long Distance – switched and dedicated	1203 Non-Contracted Long Distance, Conference Calling, Directory Assistance and Calling Card	1173 WebEx
1202 800 # Service – switched and dedicated	1041 Pagers	1183 Contact Center Support (Genesys, formerly ININ)
	1043 Telephone - Centrex	1186 Sol VasS
	1044 Telephone - Remote	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
Kaseya and Crystal Reports: Genesys Call Center Monitoring and Reporting.	

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Tickets: *IP Voice & Contact Center Support*

Resolve customer issues within 16 IOT business hours	90%+ G; 87%+ Y; <87% R

IP Telephony & Contact Center Support Availability:

Capacity/Performance:	99.0%+ G
Capacity/Performance Planning:	98.0%+ G
SoIVaaS IP Telephony Servers:	99.9%+ G
Call Center Servers:	99.9%+ G

Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget:

$9.34 million

Our Growth:

9 Agencies are using the Genesys (formerly Interactive Intelligence) Service

Recent Major Accomplishments:

- Migrated 6,500 Legacy Cisco phones to the new SoI VaaS Voice over IP service.
- Migrated several smaller agencies to the Shared Genesys state agency call center system.
- Migrated to new WebEx provider and upgraded WebEx features.
- Migrated traditional audio conference calling to new WebEx provider and reduced cost.
- Migrated 800# services to new SoIVaaS solution and reduced cost.
- Migrated four hospitals to SoI VaaS Voice over IP service.

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.
- Improve SoIVaaS Call Reporting.
- Audit Agency Telecom Billing.