



New Hampshire  
**Department of Safety**

# Statewide Unified VoIP Implementation Project

New Hampshire Information Technology Council Meeting  
*August 17, 2012*



# Agenda

- Project Goals
- Base Statewide VoIP Services
- Enhanced VoIP Services (future)
- Financial Impacts
- Preliminary Project Phase Plan
- Questions

# Project Goals

- ❖ Sustainability
- ❖ Understandability

Develop and implement “unified communications system (*telephony and data*)” with defined services and pricing structures that are understood and cost effective for its customers

# Base Statewide VoIP Services

- Data Network - Modernized, reasonably survivable core network to *support all* major applications: Email, NH First, New HEIGHTS, MATS, WebEOC, etc., and VoIP
- Basic VoIP Benefits and Features
  - Business Hours Telephony Support
  - Voicemail (basic)
  - Conference Calling (up to 6)
  - Call forwarding
  - Day, night and holiday modes
  - Call Distribution hunt groups
  - Emergency Responder (911)
  - Core PRI Costs (*excluding long distance costs and PRIs associated with Call Centers*)
  - Equipment: Routers, Interface Cards, POE switches (*agencies to provide generator power, Uninterrupted Power Supplies, Analog Terminal Adapters, if /as required*)

# Enhanced VoIP Services (*Future*)

- Non-Standard Equipment Support, *e.g.*
  - Headsets
  - Upgraded handsets including multi-line
  - Video conferencing equipment
- Call Centers (Queues/IVR)
- Auto-attendant
- Video Conferencing
- WebEx
- Extension mobility
- Voicemail notification via TXT or email
- Soft phones
- Cisco “Cius” Tablets
- Handset Paging
- Radio connectivity
- 24X7 Telephony Support
- Contracted professional services

# Financial Impacts

- **VoIP Cost Avoidance:**
  - Monthly Centrex lines and feature costs
  - Telecomm surcharges <sup>1</sup> on Centrex lines
  - Maintenance, repairs and license fees for existing non-Centrex PBX and voicemail systems
  - Replacement costs for PBX and voicemail systems
  - SmartNET, PRI and DID Costs (*for existing VoIP customers*)
- **Continued Non-VoIP Costs:**
  - POTs lines <sup>2</sup>
  - Data circuits for remote / district offices
  - International, interstate and intrastate (calls outside of state's network) long distance
  - Building infrastructure, i.e. *facility additions and relocations*
  - Data and network hardware for facility additions and/or relocations
  - Telecomm surcharges on contracted services

<sup>1</sup> Surcharge will still apply to non-state agencies utilizing Telecom contracts and services (including Centrex)

<sup>2</sup> Includes communication requirements for fax, elevator, routers, credit card machines, dial-up modems for building systems, analog voice

# Preliminary Project Phase Plan

- **Phase I - Core Network Upgrades:**
  - Acquisition of equipment, maintenance, licenses and support
  - Installation , testing and cut-over
- **Phase II – Unified Statewide VoIP Call Management**
  - Integration of AOC, Liquor Commission, DoIT, HHS (partial), NHES and DOS “clusters”
- **Phase III – VoIP Implementation:**
  - **Phase III** – Implement Proof of Concept (*capital project*)
  - **Phase III A** – Migration of all Concord Centrex lines to VoIP telephony
  - **Phase III B** – Migration of “Public Servicing” remote / district offices
  - **Phase III C** – Migration of “Non-Public Servicing” remote / district offices

Questions .....