

EOTSS Defined Services

MassVoice



Overview

What is MassVoice?

MassVoice is a Secure Private-Cloud Unified Communications service tailored exclusively to Massachusetts State and Local government clients. Voice, video, messaging, and content sharing features are provided through a collaboration with our selected Service Partner, delivered via EOTSS's secure network and hosted with EOTSS's datacenters. Built on the industry's leading call-control platforms, MassVoice delivers the full functionality and resiliency of a traditional PBX, without the upkeep of an "on-premise" solution.

Benefits of MassVoice

- ✓ Hosted in redundant EOTSS data centers
- ✓ Inherent security in EOTSS's network
- ✓ Retain all of your published numbers
- ✓ Full Avaya Enterprise UC offering
- ✓ Fully managed by EOTSS & our service partner
- ✓ Includes onsite service
- ✓ Direct billing (no chargeback)
- ✓ Billing is audited monthly
- ✓ Avoids unnecessary charges
- ✓ Eliminate manufacturer support fees
- ✓ Eliminate recurring maintenance fees
- ✓ Eliminate Move/Add/Change (MAC) Fees
- ✓ Reduced carrier and usage fees
- ✓ Available through the ITT50 SWC

MassVoice – Built Specifically for State/Local Government

MassVoice has over nine thousand (9000) subscribers to date, with the objective of significantly expanding services to additional agencies within the Commonwealth. This secure service is not available to commercial entities and is only available to eligible state/local government entities.

Unlike traditional cloud solutions, MassVoice was architected by Executive Office of Technology Services and Security ("EOTSS") specifically for Commonwealth government entities. The offer is designed as a fully inclusive managed service to provide the highest levels of remote and onsite service and is fully compliant with the goals set forth in Chapter 64 of the Acts of 2017.

EOTSS works in conjunction with our selected Service Partner to provide support throughout the Commonwealth. The MassVoice support team specializes in servicing the unique communications needs of state and local government including protocols, procedures, and procurement.

Features are offered at significantly reduced pricing and are available through the ITT50 statewide contract. MassVoice subscribers enjoy reduced toll charges and increased security for calls among Commonwealth agencies by keeping traffic within the state's secure network.

Voice Circuits

EOTSS manages voice circuits connected to MassVoice utilizing the ITT46 contract. These circuits (known as the "Shared Trunk") consist of three 30 mb SIP trunks currently located in Chelsea, Springfield, and Boston which handle the day to day voice traffic. By utilizing this "shared" trunking, there is a significant cost savings.

In addition to these circuits, there are PRI circuits in Chelsea and at SDC that are used for business continuity if the SIP trunks become unavailable. Additional circuits are located at the State House for business continuity.

Remote locations are supplied with OneNetwork connectivity back to the core system. Local survivable circuits are available when Business Continuity is needed.

Each agency is direct billed by our Circuit Provider, for their portion of these trunks, and for their usage of toll or toll-free calls.

All calls among MassVoice systems, and within our circuit provider network in Massachusetts, are zero cost calls.

Offerings

What support services are included with MassVoice?

MassVoice provides a holistic managed service – from onsite support through contract management.

Remote and Onsite Support Services

- Administration of all software Moves, Adds and Changes (MACs)
- Tier I, Tier II and Tier III support for users
- On-site support
- 24/7 monitoring, alerting and emergency dispatch
- Coordination of regular and emergency maintenance windows
- Adherence to EOTSS standard change management procedures
- Identification, troubleshooting and resolution of all technical issues
- Support for service requests and unscheduled service outages in a timely manner
- Recommendations on new offerings and technology solutions

Project Management

- Providing complete Project Management during the onboarding process

- Interacting and coordinating with supporting carriers to improve redundancies and minimize fees
- Proposing strategies in which the Commonwealth can decrease spending and increase services
- Coordinating participation of all parties (i.e., vendors, agencies and EOTSS teams) in projects
- Training and instruction included in project management process

Contract Management

- Negotiating contract renewals and amendments
- Ensuring that vendors adhere to Service Level Agreements and Terms and Conditions
- Evaluating and/or recommending hardware and software enhancements

What endpoint (telephone/handset) options are available?

MassVoice supports multiple H323 and SIP endpoints, in addition to the entire Avaya portfolio (including IP, digital and analog).

Have an existing Avaya premise-based solution? Many agencies migrate from a premise-based Avaya UC solution while retaining their previous investments. Most telephones and endpoints from an existing Avaya solution can be added to the MassVoice service, significantly reducing on-boarding costs by maximizing previous investments in hardware.

What features are offered through MassVoice?

MassVoice provides a fully managed Unified Communications service.

Secure Voice Features:

Enterprise VoIP and PBX

The MassVoice solution delivers world-class communications features by leveraging the industry's leading call-control platforms. Built on enterprise-class platforms from Avaya, MassVoice delivers the right experience to the right endpoint. Subscribers can choose from a myriad of new endpoints/telephones including video desk phones, SIP and VoIP handsets, and – unlike many cloud solutions – even digital or analog devices. At the core of MassVoice are the Avaya Communications Manager enterprise UC platforms. Voice, video, messaging, mobility, call center and more – all from the best platforms available from the industries top manufacturers and the local service company you can rely on.

Secure Dedicated Network

MassVoice services are available to Commonwealth agencies through EOTSS OneNetwork. EOTSS provides reliable Network Services and support to over 400 Wide Area Network (WAN) locations within One Network, providing agencies with secure network access while protecting the Commonwealth's assets and resources. Municipalities and non-One Network MassVoice subscriber services can be delivered through a secure, private MPLS network.

Redundancy, Life Safety Survivability and Business Continuity

MassVoice services are delivered to over forty (40) agencies throughout the Commonwealth and hosted through EOTSS's geographically diverse datacenters. Redundancy is designed throughout

the network and, unlike many traditional hosted VoIP services, MassVoice locations can be configured as “survivable.” Our survivability options allow agencies to maintain service in the event of a major network failure. Business continuity is delivered through local, stand-by services that keep your agency up and running in the event of a carrier failure.

No-Charge Onsite Service

MassVoice subscribers receive no-charge Tier I and Tier II support through EOTSS, including remote programming and administration. The EOTSS team is supported through our selected service partner’s Tier III engineering team and 24/7 Network Operations Center. In addition, unlike traditional hosted providers, onsite services are provided to MassVoice subscribers at NO CHARGE. Onsite services are provided throughout the Commonwealth by our service partners’ field services fleet. No-charge onsite services include common moves, adds, changes and repairs.

Fully Managed by our Selected Service Partner and EOTSS

There are many advantages to MassVoice subscribers, including a dedicated team of professionals that provide 24/7 service, maintenance and consultation. From everyday administration to 24/7 monitoring - we’ve got you covered. EOTSS works together with our selected service partner to provide subscribers a fully managed service including software changes, onsite service, change management, procurement assistance, and more.

Additional Phone Features:

EC500 – Extension to Cellular

EC500 offers your users the freedom to work anywhere, anytime, using any type of cellular or wireless phone. With EC500, calls to an office number are extended to a cell phone, allowing users to receive work-related calls wherever they are and whenever they need to. The cell phone user receives the same features and capabilities for incoming calls as a Caller ID enabled analog telephone connected directly to the Avaya Communications Server (G3V9.5+). EC500 provides this capability regardless of the cell phone’s Cellular Service Provider or the cellular standard in use.

Avaya one-X Communicator (Soft Phone)

Avaya one-X® Communicator is a rich Unified Communications client that provides enterprise users with simple, intuitive access to their everyday communications tools. Users can better manage communications tasks, making them more productive, responsive, and accessible regardless of where they are working on any given day. Communicator can be set up on your desktop/laptop to use as a phone using your office extension.

Electronic Faxing - eFax

eFax allows you to securely send and receive faxes from your Commonwealth email account, eliminating the need for standalone fax machines and individual telephone lines. This service is only available for users who have been migrated to Office 365. You may enable this feature for both group and individual user email accounts. There is no added charge for this service.

Voicemail to Email

When this MassVoice service is enabled, you will receive an email notifying you that you have a new voicemail at your office extension. MassVoice customers may select from two options for this service:

- Receive an email with the voicemail message attached as an audio file, or
- Receive an email notification only, and access your voice mailbox remotely in order to listen.

If you choose to receive your voicemail as an audio file, you will get an email notification whenever there is a new voicemail in your mailbox. This email notification will display a paperclip, which indicates that your voicemail message has been included as an attachment.

Remote Voicemail Access

MassVoice users can call into their voicemail system to retrieve messages from anywhere. Dial into a standard number, enter your extension and password and listen to your voicemail messages as you would in the office. You can also record greetings or out of office messages.

Life Safety Trunking

Critical MassVoice sites can add Life Safety Trunking to their Survivable Gateway. This feature allows for Business Continuity in case the site becomes disconnected to the core system, with an added benefit. With normal survivability, outbound calls continue. With Life Safety Trunking, up to five (5) dedicated extensions per site can still receive INBOUND calls on the site's main phone number.

Cloud Contact Center Features:

Avaya Elite Call Center

Avaya Contact Center Elite is one of the most widely used contact center solutions worldwide. Avaya contact center solutions, delivered through MassVoice, provide a unified and highly personalized customer experience that builds your brand and fosters long-term loyalty. Avaya Aura® Call Center Elite helps to ensure the right resources are readily available to your customers. Avaya Aura® Call Center Elite is one of the premier contact center solutions available to MassVoice subscribers.

Avaya One-x Agent

Avaya one-X® Agent is a desktop application built specifically to meet the needs of contact center agents and supervisors. Avaya one-X Agent gives contact center users the tools they need to be more productive, whether they are working in a headquarters location, branch office or home office.

Skills-Based Routing

Enable your agency to handle all types of customer interactions more efficiently. With intelligent routing and resource selection features, you can determine if customers should be served by the least busy agent, the first available agent, or the agent with skills that best match your customer's needs.

Supervisor Analytics

Understand and adapt your customer service operations to help ensure an optimal customer experience. Designed for businesses with complex contact-center operations and high call

volume, Call Management System (CMS) is a database, administration, and analytical application to help supervisors identify operational issues and take immediate action to solve them.

Reporting

Historical and real-time reporting from CMS helps managers, supervisors, and agents better understand how customers and constituents are being served. Your customer service organization can analyze customer trends, establish performance benchmarks, and plan staffing levels and customer-service campaigns that align with your business goals.

Taske Enhanced Call Center Reporting*

MassVoice offers enhanced call reporting utilizing Taske Technologies Call Center Monitoring. Your contact center is an important part of your business. In many cases, customers' impressions of your business are formed solely based on their interaction with your agents. View call activity up-to-the-second, generate reports, and view a caller's experience from start to finish with TASKE.

**NOTE: there is an additional fee for Taske.*

Secure Video Features:

Conference Room Solutions

Our selected service partner offers MassVoice subscribers a choice of industry leading meeting room units, including Cisco's TelePresence performance line. Cisco's portfolio of integrated video collaboration room systems combines beautiful design and powerful functionality into an all-in-one solution for medium-to-large meeting rooms. These multipurpose systems will transform your meeting room into a video collaboration hub – whether for connecting teams across the globe or for local meetings. The MX700 and MX800 feature dual LED monitors for a people-only or people-and-content experience. The MX800 is also available with a single LED monitor for a people-focused solution.

Multi-Manufacturer Support

MassVoice includes Cisco TelePresence VCS to extend face-to-face video collaboration across organizations, and to remote workers and mobile users, by supporting any-to-any video and telepresence communications. This simple and scalable solution works with unified communications and voice-over-IP solutions to provide an optimal user experience, regardless of location or device. Cisco TelePresence Video Communication Server Expressway facilitates secure business-to-business telepresence and video communications.