

# EOTSS Defined Services

## MassVoice Cloud



### MassVoice Cloud Service Overview

MassVoice Cloud is a secure, cloud-based Unified Communications service tailored exclusively for Massachusetts State and Local government clients. Delivered via a collaboration between the Executive Office of Technology Services and Security (EOTSS) and a selected Service Partner, the solution operates through EOTSS's secure network and is hosted in the partner's cloud environment. Leveraging industry-leading call-control platforms, MassVoice Cloud provides the functionality and resiliency of a traditional PBX system without the need for on-premises maintenance, offering a cost-effective, fully managed service designed to meet the unique needs of government entities.

### MassVoice Cloud Key Benefits

- ✓ **Redundant Hosting:** Hosted in geographically redundant partner data centers.
- ✓ **Enhanced Security:** Integrated with EOTSS's secure network.
- ✓ **Seamless Number Porting:** Retain all published phone numbers.
- ✓ **Feature-Rich UC Offering:** Includes full Avaya Enterprise Unified Communications capabilities.
- ✓ **Fully Managed Service:** EOTSS and the Service Partner provide end-to-end management.
- ✓ **Onsite Support:** Available for installations, maintenance, and issue resolution.
- ✓ **Streamlined Billing:** Direct billing and inclusive Move/Add/Change (MAC) fees for the contract term.
- ✓ **Cost Savings:** Reduced carrier fees, usage charges, and toll costs within the Commonwealth network.

### MassVoice Cloud Target Audience

MassVoice Cloud is exclusively available to eligible state and local government entities within Massachusetts. It is not available to commercial entities. Over 13,000 government subscribers already benefit from the service, and it continues to expand across the Commonwealth.

## MassVoice Cloud Distinctive Features

- ✓ **Secure Design:** Architected by EOTSS to comply with Commonwealth goals (Chapter 64 of the Acts of 2017).
- ✓ **Cost Efficiency:** Reduced pricing for features through the ITT72 statewide contract.
- ✓ **Inter-Agency Call Security:** Calls among Commonwealth agencies remain within a secure state network.
- ✓ **Comprehensive Managed Services:** Monthly recurring costs include carrier services and support.

## MassVoice Cloud Support Services

### Remote and Onsite Support

MassVoice Cloud offers holistic support to ensure uninterrupted communication:

- ✓ Administration of Moves, Adds, and Changes (MACs).
- ✓ **24/7 monitoring**, emergency dispatch, and alerting.
- ✓ Onsite support for technical issues and installations.
- ✓ Tiered support levels (I, II, III) for user assistance.
- ✓ Maintenance coordination (routine and emergency).
- ✓ Change management adherence.
- ✓ Technical issue resolution and service outage management.

### Project Management

EOTSS provides dedicated project management to streamline onboarding and service enhancements:

- ✓ Complete oversight during onboarding.
- ✓ Collaboration with carriers to optimize costs and improve redundancies.
- ✓ Strategy development for cost reduction and service expansion.
- ✓ Coordination among vendors, agencies, and EOTSS teams.
- ✓ Training and guidance throughout project implementation.

### Contract Management

EOTSS ensures adherence to contractual obligations and optimal service delivery:

- ✓ Negotiation of renewals and amendments.
- ✓ Oversight of vendor Service Level Agreements (SLAs).
- ✓ Evaluation and recommendation of hardware/software updates.

## Summary

MassVoice Cloud provides Massachusetts government entities with a secure, robust, and cost-effective communications solution. Combining advanced technology with expert management, it empowers agencies to enhance communication efficiency while meeting budgetary and compliance requirements.

This platform aligns with the initiatives of Article 87, allowing for a standardized enterprise telecommunication service for all Executive Department agencies, and is available to any eligible entity that chooses to use this service.