

Voice Over IP Solution (VoIP)

Comtech enables agencies to reduce cost and improve service by migrating from traditional voice infrastructure to Voice Over Internet Protocol (VoIP)

Challenge

Convert hybrid telephone switch technology to a fully converged network with return on investment despite sunk cost of telephony infrastructure

Solution

A unified communications system that centralizes all products and services on a converged network

Benefits

- Unified Messaging (voice and data networks are fully integrated allowing access to a single directory)
- Enhanced feature set, including mobility features (*follow me, soft phones*)
- Convergence of voice, data, and video services
- Reduced transport costs
- Secure, resilient, high quality, and scalable communications
- Integration and reduction of support staff (telephones just another data terminal with enhanced features)
- Simplified cable plant, eliminated switches, and reduced maintenance costs

Customer Challenges

Every business and government agency is concerned about the rising costs to support hybrid voice technology. The legacy telephony systems lack standardization and utilize a distributed framework with information on voice patterns and call logs. Today, businesses require a solution that provides operating efficiency, responsive user support, security and scalability. Comtech can solve these issues and concerns with its Voice over Internet Protocol (VoIP) design and deployment.

Comtech Solution

Comtech uses a Cisco Unified Communications solution to centralize all communications products and services on a single, converged network, while preserving the unique attributes and benefits of voice and providing full connectivity to legacy systems. The fully converged network encompasses the entire scope of an agency's communications infrastructure and takes advantage of emerging network technologies. The converged services include the integration of voice, network business services, network access and local and wide area transport.

Implementation Strategy

Comtech incorporates the Cisco-recommended Best Practices and products to provide a streamlined deployment of converged networks to maximize efficiency. By approaching implementation with a phased strategy, Comtech minimizes user disruption during the transition to the new voice infrastructure. With built-in disaster recovery and system failover, our current systems have yielded 100% service performance.

Benefits

The ability to merge voice and data systems into one network allows organizations to standardize services, provide broader feature set to users, and reduce support costs. Unified communications provide more effective business communications by:

- Streamlining and integrating communications more closely with business processes

- Enabling customers, employees, and partners to reach the right resource the first time
- Connecting people to people instead of devices to devices
- Using the intelligence and reach of the network to deliver presence and preference information, ensuring that communications reach recipients quickly, using the most effective medium.

Comtech's VoIP solution is simple to deploy, easy to manage and highly available. The converged network lower the total cost of ownership and allows improved customer service. Our solution leverages existing investments and enables future growth. Business communications are simple and secure.

Summary

The principal drivers behind converging voice and data networks are reducing total cost of network ownership and enhancing business communications. Products from PBX vendors try to force-fit traditional voice equipment into unified communications solutions. They lack the experience, product breadth and vision to successfully deploy truly converged networks. Comtech's solution is designed and engineered for a single, secure, converged network; a solution that is truly part of the network, not just sitting on it; our VOIP solution is a platform built on open and evolving standards that easily incorporates new and innovative business processes, applications, and devices. Comtech's VoIP solution will deliver effective and efficient business communications to the entire organization.