District of Columbia Government Unified Communications Shared Service

DC-Net's VoIP services are expected to save the US Office of Personnel Management approximately $9.25 million over six years.

Service Background

The District of Columbia government's networking and telecommunication group "DC-Net" provides an extensive suite of Unified Communications (UC) services that include high quality voice, UC collaboration applications, video, and call center capabilities. DC-Net has taken a vendor-agnostic approach in developing its UC service capabilities, resulting in a best-in-class service offering that leverages the greatest qualities from multiple vendor technologies to support both local and federal governments' collaboration needs.

- Multi-vendor UC platform supporting over 40,000 local, state, and federal government users with existing capacity up to 150,000 users and *unlimited scalability*.

- UC infrastructure geographically and architecturally diversified at every level and interconnected through a 100 Gbps backbone providing extremely reliable and high quality voice, video, and collaboration services.
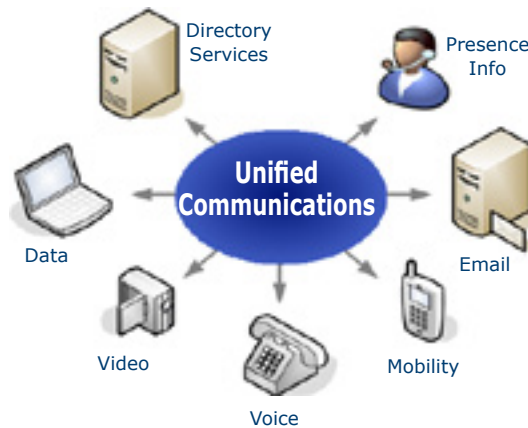
- On-demand hosted solutions allow organizations to economically scale services on an "as needed" basis rather than long-term capacity investments which are extremely costly and inefficient.

- Extensive experience providing the latest contact center technology such as contact center reporting and analytics, Call Management System, and call recording capabilities for more than 20 call centers ranging in size from 5 to 300 agents.

- Title 31 U.S.C. §1537 allows services between federal agencies and the District government to occur in an effort of preventing duplication and to promote efficiency and economy.

Cost Efficiencies

Intergovernmental Partners

- DC-Net's managed UC/VoIP services provide agencies extensive voice, video, and collaboration capabilities while significantly reducing overall service cost.
- DC-Net SIP services include unlimited local and domestic long-distance calling, enabling agencies to eliminate costly PRI connections which results in significant savings.
- DC-Net helps agencies eliminate costly data center space, dedicated server hardware, PRI connections, and vendor maintenance support contracts.

District of Columbia Government Unified Communications

Service Capabilities

DC-Net UC services are designed to meet our customer needs. Whether your agency is a small organization in need of a cost-effective but scalable solution, or has the most stringent security requirements for a dedicated and private platform, DC-Net can meet your organizational needs and business requirements.

DC-Net Service Support Models

Host Shared	In this multi-tenant model, multiple organizations are provisioned to use the same call processing and UC application providers.
Hosted Dedicated	In this model the Unified Communication Manager is hosted in the data center and dedicated to a single customer. This model is typically deployed for very large customers or customers that are determined by DC-Net to require a dedicated solution.
Integrated	In this model, customers can own all of the equipment, but still rely on DC-Net to install and manage their infrastructure.

Key Features

- DC-Net technologies for real-time communication power a wide range of applications, including presence, instant messaging, multi-party chat, voice/video calls, unified messaging and collaboration.

- Support services available 24x7x365 through DC-Net's NOC and UC Tier 1-3 support for service requests and incident management.

- Consistent and transparent billing—Access to live call detail records and all billing and service inventory online through the DC-Net billing dashboard.

- Real time and historical service trend analysis reports for contact center services.

- Quality of Service (QoS) configured across the network to support prioritized traffic such as voice, video, and mission critical applications.

- Secure private hosting through redundant data center with geographical diversity outside the DC area.
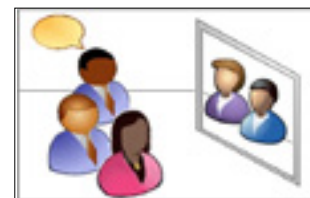
Unified Messaging and Video Calling

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