



CMS Enterprise VoIP System

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The CMS Enterprise VoIP System

- **What is Enterprise VoIP?**
 - Cloud Based Vendor Managed Voice over IP system with Core Servers in CMS Data Centers in Springfield and Chicago that utilize existing IT and ICN infrastructures to provide the following voice services:
 - Dial tone
 - Contact Center Applications
 - Voice Mail
 - Unified Communications
 - Mobility



The CMS Enterprise VoIP System

- The Enterprise VoIP system today has capacity for 20,000 voice users and 4,000 Call Center Agents.

- **Currently Supporting**
 - 13 Call Centers
 - 668 Call Center Stations
 - 2,658 Non Call Center Stations
 - 8 Agencies



Why Migrate to VoIP?

- **Cost Savings**
 - Lower local and long distance costs
 - Lower costs for MAC and wiring
- **Flexibility**
 - Integration between Voice Mail and Email
 - Unified Communications
 - Easier MAC relocation process
- **Traditional Voice Technology Changing**
 - AT&T Project Velocity



AT&T Project Velocity

Nationwide migration from TDM to IP by 2020

Service	Estimated Grandfather Date	Estimated Sunset Date
Private Line (T1s, DS3s)	TBD	TBD
PRIs	June 2016	October 2019
Centrex	June 2016	October 2019
Audio Conferencing	TBD	TBD
Toll Free	TBD	TBD
Long Distance	TBD	TBD
Local Voice (non Centrex)	TBD	TBD
Calling Cards	TBD	TBD



AT&T Project Velocity

CMS Migration Path

Current Service	New Service	Timeline
Private Line (T1s, DS3s)	Metro Ethernet	2014Q4 – 2015Q4
PRIs	SIP Trunking	2015Q1 – 2016Q2
Centrex	Enterprise VoIP	2015Q1 – 2016Q4
Audio Conferencing	Enterprise Conferencing	TBD
Toll Free	TBD	TBD
Long Distance	TBD	TBD
Local Voice (non Centrex)	Enterprise VoIP	2016Q4 – 2017Q4
Calling Cards	Mobile Phone	TBD



Enterprise VoIP – Project Scope

- **Phase 1 (2015-2016)**

- 35,000 Centrex Phones
- 400 Locations
- 100 Agencies

- **Phase 2 (2016-2017)**

- Replace PBX and EKS PRIs with Centralized SIP Trunking
 - No equipment replacements
 - No change to DIDs
 - Benefit from reduced long distance and local calling



Enterprise VoIP – Project Scope

- Phase 3 (2017)
 - 8,381 Centranet and POTS lines



Centrex Migration to VoIP

Today CMS and Netech are:

- Assessing LAN/WAN Readiness
- Developing Migration Schedule
- Developing Agency Training and Overviews Plans
- Developing a SharePoint Site for Agency Communications



Centrex Migration to VoIP

What CMS needs from Agencies:

- Participation in the Centrex Service migration to VoIP Kickoff Meetings. Notifications sent 7/29/14
 - 2 sessions in Springfield August 21
 - 1 session in Chicago August 28
 - Primary Telecom Coordinators, Agency CIO's and IT Infrastructure support should attend a session.



Centrex Migration to VoIP

What CMS needs from Agencies:

- Validate EMS Information (September)
 - Review and complete VoIP Questionnaire
- LAN/WAN Meetings with CMS/Netech (October)
 - Establish cutover priority and 2015Q1&2 schedule
- Agency VoIP requirements gathering with Netech (November/December)



Centrex Migration to VoIP

Questions?