The Unified Communication System

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Summary

1. The Problem
2. The Way Forward is UC
3. How does UC solve the problems?
4. What is Unified Communications
5. How does UC help fix the problem
6. Benefits of UC:
    1. Communication benefits
    2. Network Benefits
    3. Integration Benefits
    4. Functional Benefits
    5. Practical Benefits
    6. Cost Benefits
    7. A Look at the Project Financials
7. Possible Real World Scenarios
8. The Value Proposition for Government

The Problem

- Limited bandwidth
- Underperforming Network
  - Multiple Tiers, Multiple protocols, Multiple resiliency models, Hop by hop configuration, Complex Security, Manual device, user, or server configuration
- Archaic phone system
- Unending lease payments with no added benefits
- Spiralling cost of communications

The Way Forward – Unified Communications

- ▶ Government needs to free itself from the strangle hold of spiraling telecoms cost by ownership of its own system and network.
- ▶ Enhance productivity through collaboration and engagement.
- ▶ Enable the creation of a world wide network via the Cloud
- ▶ Take advantage of Video and web conferencing
- ▶ Utilize White Boarding and one number mobility to enhance productivity
- ▶ Enable Significant reductions in IDD bills, and Roaming costs

What is Unified Communication?

▶ Unified communications is a term that refers to the integration of a variety of typically disparate communication systems, both fixed and mobile and the use of these to enhance **collaboration**.

▶ Possible media and applications that may be integrated into a unified communications system include: e-mail, voicemail, fax, instant messaging, white-boarding, audio conferencing, video conferencing and web conferencing.

How does the new UCS Respond to the challenges?

1. **Single Communications Infrastructure**
2. **Government owned and operated**
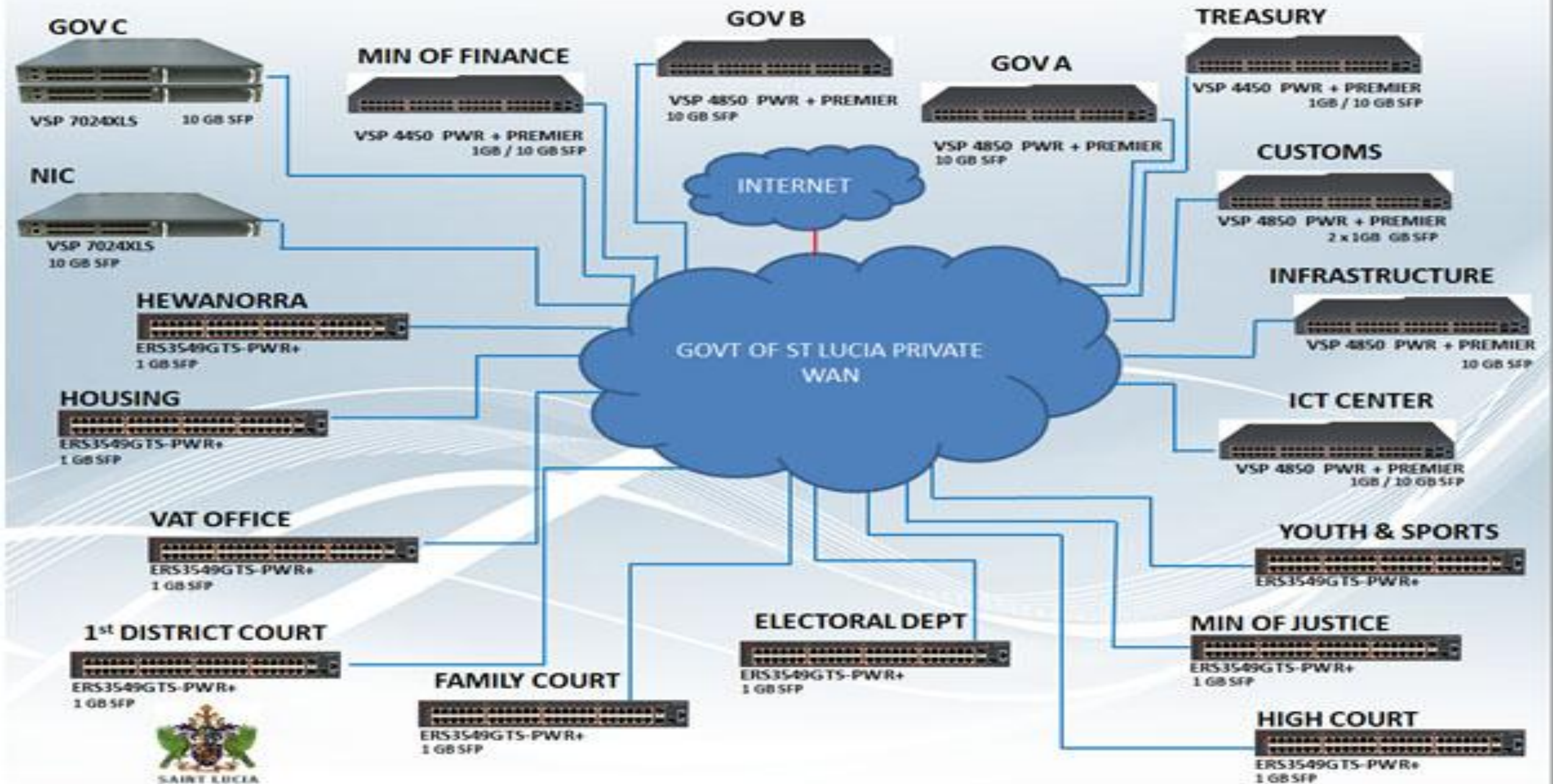3. **Distributed Architecture**

▶ These three pillars above facilitate multifarious **BENEFITS**.

Network Benefits

Reduce Configuration, Complexity and Costs.

- One logical tier
- One protocol
- One active-active resiliency model
- Edge-only service configuration
- Simple security segmentation
- Direct attachment of devices, users, or servers

GOVERNMENT OF ST LUCIA WAN DATA NETWORK

GOV C
VSP 7024XLS 10 GB SFP

MIN OF FINANCE
VSP 4450 PWR + PREMIER
1GB / 10 GB SFP

GOV B
VSP 4850 PWR + PREMIER
10 GB SFP

GOV A
VSP 4850 PWR + PREMIER
10 GB SFP

TREASURY
VSP 4450 PWR + PREMIER
1GB / 10 GB SFP

NIC
VSP 7024XLS
10 GB SFP

CUSTOMS
VSP 4850 PWR + PREMIER
2 x 1GB GB SFP

INTERNET

GOVT OF ST LUCIA PRIVATE WAN

HEWANORRA
ERS3549GTS-PWR+
1 GB SFP

INFRASTRUCTURE
VSP 4850 PWR + PREMIER
10 GB SFP

HOUSING
ERS3549GTS-PWR+
1 GB SFP

ICT CENTER
VSP 4850 PWR + PREMIER
1GB / 10 GB SFP

VAT OFFICE
ERS3549GTS-PWR+
1 GB SFP

YOUTH & SPORTS
ERS3549GTS-PWR+

1st DISTRICT COURT
ERS3549GTS-PWR+
1 GB SFP

ELECTORAL DEPT
ERS3549GTS-PWR+
1 GB SFP

MIN OF JUSTICE
ERS3549GTS-PWR+
1 GB SFP

FAMILY COURT
ERS3549GTS-PWR+
1 GB SFP

HIGH COURT
ERS3549GTS-PWR+
1 GB SFP

SAINT LUCIA

Proposed New **Government Owned** Fiber Optic Network

Communication Benefits

- **Enhances business processes** by embedding communications capabilities into everyday business applications.
  - For example the ability to chat with someone directly off your website or make a telephone call through an IP soft-client on your laptop.
- **Call consolidation and routing** - the mobile solution shall support **Single Number Reach** allowing Ministries to publish one phone number and ensure corporate voicemail is used while allowing employees to be reached on multiple alternate devices without releasing the mobile or home-office numbers.

Integration Benefits

► Improved consolidation, leverage economies of scale.

► Simplification of communication flows

► Improve manageability of information and contacts

► Improved reachability

► Improved collaboration

► Improved productivity

Main Functional Benefits

► **Comprehensive functionality**

► **Enhances Collaborative Efforts:** Unified communications gives government workers the ability to collaborate with colleagues in real time, whether in-office or remotely.

► **Unifies Geographically Disparate Teams:** Whether an employee is working from headquarters, at home, in the field or in a temporary office.

► **Service Delivery:** With UC, government employees are able to gather information, resolve issues and communicate with the public from one single, easy to use user interface.

Cost Benefits of Government UC

- ROI/TCO
- Savings due to management of voice and data as a single entity.
- Reducing the cost of real estate and related expenses
  - Easier for individuals to work remotely by giving them all the communications tools they need in a single interface.
- Lower mobile phone and long-distance charges by routing calls through the system/over broadband (**Dial via Office**).
- Governments Foreign offices can stay connected without exorbitant costs.

A Look at the Financials

Project Investment Summary   0

| Agency: | Division of Public Sector Mordernisation | | Project: | Unified Communications Network |

| Program(s) Title: | CARCIP | | Project Sponsor: | Permanent Secretary Ministry of Public Service |

Investment Summary

		FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	TOTAL
	Cost of Capital (as published by State CFO)	4.24%	4.36%	4.22%	4.19%	4.39%	
Cost Benefit Analysis							
I	Net Savings Resulting from the Project (TangibleChanges Form)	$465,516	$397,508	$417,508	$397,508	$410,008	$2088,049
II	Total Project Cost *(ProjectCosts Form)*	$760,000	$0	$10,000	$10,000	$10,000	$790,000
Return on Investment Analysis							
III	Return on Investment (Row I minus Row II)	($294,484)	$397,508	$407,508	$387,508	$400,008	$1298,049
IV	Payback Period (years)	1 3/4	Payback Period is the time required to recover the investment costs of the project.				
V	Breakeven Fiscal Year	2015-16	Fiscal Year during which the project's investment costs are recovered.				
VI	Net Present Value (NPV)	$1093,982	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.				
VII	Internal Rate of Return (IRR)	130.73%	IRR is the project's rate of return.				

Practical benefits

▶ **Improve speed of decision making**: an employee sitting in an airport or at home can receive calls or conduct instant messaging conversations just as if he or she was at their desk. This eliminates much of the "telephone" tag that takes place in business today.

▶ **It's "GREEN":** the UC supports green initiatives in several ways, including reducing the number of individual systems and power requirements that government must support, reducing employee travel into the office by allowing them to work remotely more often, and minimizing the amount of floor space in an office by allowing employees to use the "hoteling" concept – i.e., coming into an office location only when necessary.

Possible Real World Scenarios

► Calls to and from foreign offices

  ► Presently cost is exorbitant

  ► Connect FOs directly to local network via secure VPN

  ► Calls became simply the dialing of an extension

  ► Radically curtailing expenditure

Real World Scenarios Continued

► Reduced cost of accessing a travelling Minister or civil servant.

  ► Able to communicate with them via Smartphone to extension without making an international call.

  ► Reduction in roaming and IDD expenditure (ALCR)

  ► Mobility is one of the keys to productivity

✓**Remote access**
✓**Enterprise Features**
✓**Single-number reach**
✓**Device Choice**
✓**Speech-enabled**
✓**Ready access to content**

MOBILE & VIRTUAL WORKER

Real World Scenarios continued

Collaboration with foreign offices

Desktop video or audio conferencing. A rich, **secure** yet engaging experience.

Reducing the need to **travel** and its associated **costs.**

Scopia®
XT Telepresence

Scopia®
XT Meeting Center

Avaya Flare®
on iPad

Scopia®
XT Executive 240

Avaya Flare® Experience
with Conference 7

Scopia®
XT5000

Scopia®
Gateway

Scopia®
Desktop

Scopia®
Management System

Scopia®
Control

Scopia®
Mobile

Value Proposition

- How can we leverage this inherent functional value of UC systems to improve the business of Government?
  - By improving Customer (*citizen, visitor or potential investor*) satisfaction through improved **Customer engagement**.
  - By improving civil service productivity through greater **Team engagement**
  - By Improving efficiencies and effectiveness through improved **communication/collaboration**.
  - Lowering cost through lower **TCO, and communication cost savings**

A Quantum Leap is Possible

- We are in the age of **Engagement** and **Mobility**
- We are standing at the cusp of a radically new future in government of St Lucia.
- We can accept the significant but natural improvements that this **technology** affords us. **OR**
- **Radically** change the way we do **government**
- Utilize this significant technological investment as a tool for transformational impact.
- Start with a DREAM
- We will work with you to customise the available technology to help make it a reality