



## MassVoice

### Secure Private-Cloud Unified Communications Service

MassVoice powered by New Era Technology is a Secure Private-Cloud Unified Communications service tailored exclusively to Massachusetts State and Local government clients.

Voice, video, messaging, and content sharing features are provided through a collaboration with New Era Technology, delivered via MassIT's secure network and hosted with MassIT's datacenters. Built on the industry's leading call-control platforms, MassVoice delivers the full functionality and resiliency of a traditional PBX, without the upkeep of an on-premise solution.

### Benefits Overview

- Hosted in Redundant MassIT Data Centers
- Inherent Security in MassIT's Network
- Retain All of Your Published Numbers
- Full Avaya Enterprise UC Offering
- Full Cisco Enterprise UC Offering
- Fully Managed by MassIT & New Era
- Includes On-site Service
- Billing is Audited Monthly
- Avoids Unnecessary Charges
- Eliminate Manufacturer Support Fees
- Eliminate Recurring Maintenance Fees
- Eliminate Move/Add/Change Fees
- Reduced Carrier and Usage Fees
- Available through the ITT50 SWC

# MassVoice—Built Specifically for State / Local Government

Today, MassVoice has over six thousand (9,500+) subscribers and the objective is to significantly expand services to additional agencies within the Commonwealth. This secure service is not available to commercial entities, and is only available to eligible state / local government entities.



Unlike traditional cloud solutions, MassVoice was architected by Massachusetts Office of Information Technology (“MassIT”) specifically for Commonwealth government entities. The offer is designed as a fully inclusive managed service to provide the highest levels of remote and on-site service, and is fully compliant with the goals set forth in Massachusetts Executive Order #549.

MassIT partners with New Era to provide support throughout the Commonwealth. The MassVoice support team specializes in servicing the unique communications needs of state and local government including protocols, procedures, and procurement, etc.

Features are offered at significantly reduced pricing and are available through the ITT50 state blanket contract. MassVoice subscribers enjoy reduced toll charges and increased security for calls among Commonwealth agencies by keeping traffic within the state’s secure network.

## Included Support Services

MassVoice provides holistic managed services—from on-site support through contract management.

### Services include:

#### Remote and On-site Support Services

- Includes administration of all software Moves, Adds and Changes (MACs)
- Includes Tier I, Tier II and Tier III support for users
- Includes on-site support
- Includes 24/7 monitoring, alerting and emergency dispatch
- Coordinate regular and emergency maintenance windows
- Follow standard change management procedures
- Identify, troubleshoot and resolve all technical issues
- Provide support for service requests and unscheduled service outages in a timely manner
- Recommendations on new offerings and technology solutions

#### Project Management

- Provide complete on-boarding
- Interact and coordinate with supporting carriers, improve redundancies, and minimize fees
- Propose strategies in which the Commonwealth can decrease spending and increase services
- Coordinate participation of all parties (i.e., vendors, agencies and MassIT teams) in projects

## Contract Management

- Negotiate Contract renewals and amendments
- Ensure that vendors adhere to Service Level Agreements and Terms and Conditions
- Evaluate and recommend hardware and software enhancements

## Endpoint Options

MassVoice supports for multiple manufacturers' SIP endpoints (telephones/handsets), in addition to the entire Cisco and Avaya portfolios (including IP, digital and analog).

Have an existing Avaya or Cisco premise-based solution? Many agencies migrate from a premise-based Avaya or Cisco UC solution while retaining their previous investments. Telephones and endpoints from existing Avaya and Cisco solutions can be added to the MassVoice service which significantly reduces on-boarding costs and maximizes previous investments in hardware.

## MassVoice Features

MassVoice provides a fully managed Unified Communications service including;

### Secure Voice Features

#### **Enterprise VoIP and PBX**

The MassVoice solution delivers world-class communications features by leveraging the industry's leading call-control platforms. Built on enterprise class platforms from Avaya and Cisco, MassVoice delivers the right experience to the right endpoint. Subscribers can choose from a myriad of new endpoints including Video desk phones, SIP and VoIP handsets, and—unlike many cloud solutions—even digital or analog devices. At the core of MassVoice are the Avaya Communications Manager and Cisco Call Manager enterprise UC platforms. Voice, video, messaging, mobility, call center and more—all from the best platforms available—from the industries top manufacturers and the local service company you can rely on.

#### **Secure Dedicated Network**

MassVoice services are available to Commonwealth agencies through MassIT's MAGNeT (Massachusetts Access to Government Networks). MassIT provides reliable Network Services and support to over 400 Wide Area Network (WAN) locations within MAGNet. MassIT provides agencies with secure network access while protecting the Commonwealth's assets and resources. For more information on MassIT's network and security services, please visit MassIT's website. Municipalities and non-MAGNeT MassVoice subscriber services are delivered through a secure, private MPLS network.

#### **Redundancy, Survivability and Business Continuity**

MassVoice services are delivered to over forty agencies throughout the Commonwealth and hosted through MassIT's geographically diverse datacenters. Redundancy is designed throughout the network and, unlike many traditional hosted VoIP services, MassVoice locations can be configured as "survivable." Our survivability options allow agencies to maintain service in the event of a major network failure. Business continuity is delivered through local, stand-by services that keep your agency up and running in the event of a carrier failure.

### **No-Charge Onsite Service**

MassVoice subscribers receive no-charge Tier I and Tier II support through MassIT, including remote programming and administration. The MassIT team is supported through New Era's Tier III engineering team and 24/7 Network Operations Center. In addition, unlike traditional hosted providers, on-site services are provided to MassVoice subscribers AT NO CHARGE. On-site services are provided through the Commonwealth by New Era's acclaimed field services fleet. No-charge on-site services include common moves, adds, changes and repairs.

### **Fully Managed by New Era Technology and MassIT**

There are many advantages to MassVoice subscribers, including a dedicated team of professionals that provide 24/7 service, maintenance and consultation. From everyday administration to 24/7 monitoring—we've got you covered. New Era and MassIT work hand-in-hand to provide subscribers a fully managed service including software changes, on-site service, change management, procurement assistance and more.

## **Cloud Contact Center Features**

### **Avaya Elite Call Center**

Avaya Contact Center Elite is one of the most widely used contact center solutions worldwide. Avaya contact center solutions, delivered through MassVoice, provide a unified and highly personalized customer experience that builds your brand and fosters long-term loyalty. Avaya Aura® Call Center Elite helps to ensure the right resources are readily available to your customers. Avaya Aura® Call Center Elite is one of the premier contact center solutions available to MassVoice subscribers.

### **Cisco CUCCX Contact Center**

Cisco's Unified Contact Center Express (Unified CCX), a MassVoice Cloud Contact Center option, provides customer segmentation with state-of-the-art, built-in, interactive voice response capability, and proactive customer service for a superior customer experience with integrated, outbound, call management capabilities. Multichannel capabilities include management of voice, email, web chat, and social media inquiries. Cisco Unified Contact Center Express is another premier contact center solution available to MassVoice subscribers.

### **Skills Based Routing**

Enable your agency to handle all types of customer interactions more efficiently. With intelligent routing and resource selection features, you can determine if customers should be served by the least busy agent, the first available agent, or the agent with skills that best match your customer's needs.

### **Supervisor Analytics**

Understand and adapt your customer service operations to help ensure an optimal customer experience. Designed for businesses with complex contact-center operations and high call volume, Call Management System (CMS) is a database, administration, and analytical application to help supervisors identify operational issues and take immediate action to solve them.

## Historical Reporting

Historical and real-time reporting from CMS helps managers, supervisors, and agents to better understand how customers and constituents are being served. Your customer service organization can analyze customer trends, establish performance benchmarks, and plan staffing levels and customer-service campaigns that align with your business goals.

## Cloud Collaboration Features

### Audio Conferencing

MassVoice subscribers have access to many audio conferencing services including personal Avaya Meet-Me conference bridges, Cisco CM audio conferencing services, and, for larger conferences, Cisco's Webex audio conferencing services. Our team of professionals can help to determine which is the appropriate service for your conferencing needs.

### Video Conferencing

MassVoice Webex subscribers have options to include video during online meetings and presentations. Video is supported from a number of devices including room-units, mobile devices and desktop computers equipped with cameras. Participants can select full-screen mode to view the active speaker in the main video panel, with other participants' videos displayed as thumbnails or select the expanded full-screen option to view the active speaker in 720p (HD) resolution.

### Desktop, Application and Content Sharing

Not only can MassVoice Webex subscribers host small online meetings with video conferencing and screen sharing, but they also can utilize specialized functionality for webinars, training, or remote technical support. Subscribers can share their computer desktop with participants instantly and even allow remote participants to become presenters and share their screens as well. Share agendas, documents, meeting notes, action items, and recordings before, during, and after the meeting.

### Mobile Meetings

Regardless of location, enjoy a rich meeting experience with audio, video, and content sharing. Attend meetings on an iPhone, Android, iPad, Blackberry and other wireless or 3G and 4G mobile phone and tablet devices. Cross-platform support includes Windows, Macintosh, and Linux operating systems.

### One-Button-Collaboration

The one-button-to-push feature makes it easier to join a meeting—just a single tap on the video system touch panel device. The user does not need to look at the invitation or enter the device URI. Using Cisco WebEx Productivity Tools, a host can quickly schedule a meeting and distribute a calendar invitation to participants.

## Collaborate Securely

All of your WebEx meetings, events, training, and remote support products are protected by a highly reliable and secure network. The Cisco WebEx Cloud is a global, enterprise-scale network designed specifically for highly secure delivery of on-demand applications. It offers a scalable architecture, consistent availability, and multilayer tenant security validated by rigorous independent audits, including SSAE-16 and ISO 27001.

## Secure Video Features

### Conference Room Solutions

New Era offers MassVoice subscribers a choice of industry leading meeting room units, including Cisco's TelePresence performance line. Cisco's portfolio of integrated video collaboration room systems combines beautiful design and powerful functionality into an all-in-one solution for medium-to-large meeting rooms. These multipurpose systems will transform your meeting room into a video collaboration hub—whether for connecting teams across the globe or for local meetings. The MX700 and MX800 feature dual LED monitors for a people-only or people-and-content experience. The MX800 is also available with a single LED monitor for a people-focused solution.

### Multi-Manufacturer Support

MassVoice includes Cisco TelePresence VCS to extend face-to-face video collaboration across organizations, and to remote workers and mobile users, by supporting any-to-any video and telepresence communications. This simple and scalable solution works with unified communications and voice-over-IP solutions to provide an optimal user experience, regardless of location or device. Cisco TelePresence Video Communication Server Expressway facilitates secure business-to-business telepresence and video communications.

### Video Desk Phones

Cisco Unified IP Phones deliver high-quality, interactive multimedia communications and advanced features in an elegant, ergonomic design that is user and eco-friendly. Video phones support direct video calls between equipped MassVoice subscribers and will support off-net video calls to suitable recipients.

### Video Meetings and Content Sharing

MassVoice subscribers can share content and host meetings from existing room systems, video phones, laptops, and tablets when subscribing to WebEx Meeting Center with Collaboration Meeting Rooms. Share content and apps with remote attendees in real time; pass control to participants so they can share their desktops; co-author presentations and documents, edit Excel spreadsheets with your entire team offering feedback.

## Ready to get Started?

Schedule a meeting with your representative today.  
Call us at **877-696-7720** or visit **[www.neweratech.com](http://www.neweratech.com)**.