



# Enabling and Implementing VoIP Service for Government

## WHAT IS VOIP?

Voice over Internet Protocol (VoIP) is a technology that allows users to make voice calls using a broadband internet connection instead of a regular (or analog) phone line. Some VoIP services will only allow for users to call other people using the same service, but some will allow users to call anyone who has a telephone number.

## WHY IS IT IMPORTANT FOR FEDERAL AGENCIES?

Telephony is critical for federal agencies' success because it's the traditional means of communication and many systems are still based on legacy technology and equipment that fail to deliver the functionality needed today.

Emerging features and capabilities within VoIP are prompting federal agencies to embrace IP telephony and many teams are discovering a few challenges along the way. Being unprepared for the enormity of the task involved when agencies undergo a transition to VoIP

is one of these challenges, often involving thousands of phones at multiple points, in many instances using technically complex hardware.

## HOW CAN WE HELP?


By partnering with Presidio Federal, we will ensure your VoIP project is fully designed with your agencies best interest top of mind continually and gets completed and implemented within a timely manner by utilizing streamlined procurement.

## OVERALL BENEFITS + SUCCESS STORIES:

A VoIP phone system can provide government agencies with overall operational, cost-saving, and customer care benefits. These benefits range from ease of use like easily transferring a phone line to copying and pasting a phone number, increased security measures with end-to-end encryption, and providing scalability to enable a mobile workforce – which allows team members to take calls from home, utilize video conference solutions, and generally work from home without any downtime

or connectivity issues arising. With a robust VoIP phone system, government agencies can help to power an efficient mobile workforce to ultimately focus on their mission outcomes.

Our team at Presidio Federal is proud to have multiple success stories highlighted below with federal agencies and implementing their VoIP technology systems.

- Our team assisted the Department of Homeland Security's (DHS) headquarters, with planning and implementing over 10,000 analog endpoints of an on-premises Cisco Private Branch Exchange (PBX) servicing VoIP.
  - We partnered with DHS's Office of Biometric Identity Management, to convert on-premises Cisco PBX services with VoIP and Analog for about 2,000 endpoints. This prompted a move from analog to VOIP using Analog Telephony Adapters to secure their communications.
  - We worked alongside of DHS's Federal Protective Service, to provide over 2,500 on-premises Cisco VoIP and Analog endpoints. These connections can handle hundreds of analog terminations on a single router – providing the agency with higher scalability, increased security, and direct cost savings.
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- In Portsmouth, Maine, we are working on a VoIP project to migrate a Naval base from their analog PBX to a VoIP Cisco solution that will dramatically reduce the administrative burden of moves, adds, and changes. We're also using this opportunity to increase their security footprint on base by enabling encrypted media and signaling for all phone calls.

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## ABOUT PRESIDIO FEDERAL

Presidio Government Solutions LLC, branded publicly as Presidio Federal, is a purpose-built and mission-driven IT services and solutions provider dedicated to serving the federal government. Presidio Government Solutions leverages its wealth of experience and deep relationships across its partner ecosystem, creating an environment of active collaboration and real-time responsiveness.

The company develops and delivers the most advanced technologies through expert knowledge centers in automation, augmentation, cloud, cybersecurity, digital infrastructure, and collaboration.

Presidio Government Solutions is a wholly owned subsidiary of Presidio.