



Telecommunications Management System



Verizon Business Chooses NetPlus® to Manage United States Senate Telecommunications Modernization Program

Verizon Business was tasked to modernize the U.S. Senate's telecommunications infrastructure, a project called the Telecommunications Modernization Program (TMP). The assignment included replacing the Senate's legacy TDM voice switch and its Telecommunications Management System (TMS) to provide an enterprise view of the network. The legislative body had very complex requirements for integration, billing and directory.

Enter the NetPlus® TeleManagement System

It was determined that NetPlus was superior in its ability to integrate into a complex environment, as well as manage and provision the new VoIP switch being implemented at the Senate. Wanting to ensure success, the Verizon and NetPlus Team agreed to an initial task to successfully demonstrate success in the following key functional areas:

- Web-based Ordering by Organization
- NetPlus' ability to provision VoIP service,
- Ability to successfully provision a multi-button VoIP phone through One (1) work order
- Segregation of the database, allowing each Senate Office to access only their data
- Provide a highly customized Senate Directory

Within two weeks, NetPlus was installed in Verizon's Senate Lab, and the NetPlus Team successfully implemented the following functionality:

- Web-based ordering by Senate staff using WebNP portal
- Single work-order provisioning of multiple features on a VoIP phone to the Nortel® CS-2100 VoIP switch
- Security-controlled Senate staff database segregation – allowing each senator's staff to view only their own data
- Ability to output the Senate's Directory in a customized format

Following successful demonstration of the above tasks, Verizon awarded a contract to NetPlus to deploy a redundant NetPlus solution in the lab environment. Within 3 months, NetPlus had successfully implemented and tested a fully featured system in a redundant cluster environment, providing automatic failover.

Implementation included full system testing, along with training of Verizon and Senate support staff. Following the successful lab proof-of-concept, NetPlus was awarded a contract to provide a production system capable of managing the entire VoIP infrastructure, including management and interfaces of four adjunct systems:

- E911
- Call Center ACD Operations
- Senate's ID System
- Voice Mail System

CASE STUDY CONTINUED

The production system and all the interfaces were delivered and tested within 3 months, enabling Verizon and the Senate to move forward with the pilot transition. The NetPlus team was additionally tasked with management of the existing legacy TDM voice switch, positioning the Senate to manage all of its telecommunications from a single platform as the transition to VoIP and the new adjunct systems occurred.

In summary, implementing the NetPlus system led the way to successful integration and program success. In addition, the engineering modifications to the Directory system enabled the Senate to reduce the labor required to validate and generate the complex directory each election cycle. The NetPlus system provided the “glue” to tie all of the adjunct systems together, ensuring security and effective E911 information while improving service delivery to the Senate’s staff at lower cost.



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Verizon Business Selects NetPlus® to Replace the Service@ONCE Management Solution at the U.S. Government Accountability Office

The **United States Government Accountability Office (GAO)** was faced with rising operational costs and no visibility into their network to view network alarm status and inventory. Support costs were rising on their existing management platform and the organization lacked the flexibility to generate the necessary reports to track vendor contract compliance.

GAO tasked Verizon Business with finding a solution for upgrading its voice infrastructure and management platform at its headquarters and network of remote field offices. Moving from legacy TDM to VoIP required an enterprise telemanagement solution that could provide management oversight of the entire network, as well as a new voice messaging system and Service Level Agreement (SLA) monitoring and reporting. The GAO's program goals included:

- An enterprise solution
- Consolidating hardware and software
- Lower on-going operating and logistics costs
- Improving service delivery

Enter the NetPlus® TeleManagement System

Verizon selected Netplus for its ability to manage existing legacy switches and the new VoIP switches in a single database, while providing the GAO with a customer portal for ordering, billing and SLA reporting.

A single-server, web-based NetPlus solution was implemented at GAO headquarters to monitor the HQ and remote locations. This provided a consolidated view of the GAO enterprise voice network. NetPlus supplied on-site training for both Verizon and GAO personnel, who were then able to enter and track service requests and trouble calls. The NetPlus implementation reduced the number of truck rolls for reported telephone issues and was used extensively in transitioning telephone service from legacy switches to new voice switches at the remote field offices.

Benefits of the NetPlus Implementation

NetPlus was successfully implemented within 3 months and provided transition support as the GAO moved from legacy TDM to VoIP services, reducing operational costs while improving service delivery. Single work orders were used to provision both voice and modular messaging services to new users.

In summary, NetPlus provided an enterprise view of the network monitoring HQ and Remote Field Office switches for alarm conditions, reducing truck rolls for conditions that could be addressed through NetPlus at the Network Operations Center (NOC). The GAO was able to reduce both hardware and software platforms, and receives consolidated monthly billing statements at the close of each month. NetPlus enabled GAO to reduce on-going operational and logistics costs while improving service delivery and providing GAO a tool to monitor vendors' compliance with contractual service level agreements.



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