

# ENTERPRISE VOICE OVER INTERNET PROTOCOL

## Unclassified and Classified Services

### Overview

The Enterprise Voice over Internet Protocol (EVoIP) service provides centrally-managed session controllers with a full complement of voice services for use by DoD components. DISA delivers the service offering from the cloud and DoD components can connect to the service using designated hard phones and soft clients validated for placement on the DoD Approved Products List (APL).

### Benefits

- **Advanced IT Capabilities:** EVoIP is part of DISA’s Unified Capability (UC) portfolio integrating voice, video, and data services, which delivers voice, chat, presence, point-to-point video, and additional capabilities to increase workforce efficiency and effectiveness.
- **Cost Savings:** EVoIP enables the decommissioning of legacy voice switches and removes the need for mission partners to locally manage disparate environments within their network.
- **Reliability:** EVoIP provides a global, scalable, and redundant communications solution – delivered over a highly available and secure network.

### Features

EVoIP	ECVoIP
<ul style="list-style-type: none"> <li>• Full range of user features (e.g., call hold, call transfer, speed dialing, and voicemail)</li> <li>• Soft client for chat, presence and point-to-point video</li> <li>• Voice conferencing services: ad hoc, Meet-Me and presets</li> <li>• Fax and secure phone (vIPer) support</li> <li>• Defense Switched Network (DSN) and PSTN access through the Voice Internet Service Provider (VISP) service</li> <li>• Service Prioritization (MLPP for C2 users)</li> <li>• Self-provisioning - users can manage call handling preferences</li> <li>• Single number reach</li> <li>• Service portability</li> <li>• Optional Features               <ul style="list-style-type: none"> <li>◆ E911 service - connection to local PSAP</li> <li>◆ Extension Mobility</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Full range of user features (e.g., call hold, call transfer, and speed dialing)</li> <li>• Security               <ul style="list-style-type: none"> <li>◆ Uses a separate IP address space for voice communications</li> <li>◆ Interfaces with legacy secure voice platforms</li> </ul> </li> <li>• Active Directory (White Pages)</li> <li>• Extension Mobility -- roaming profile; enables profile access any ECVoIP phone within region</li> <li>• Optional Features (requires Local ISSO/ISSM approval)               <ul style="list-style-type: none"> <li>◆ Hard-line (Always On)</li> <li>◆ Speaker phone</li> </ul> </li> </ul>

## EVoIP Implementation

EVoIP implementation requires mission partners to plan for the continuity and survivability of voice and/or UC services and upgrade/procure end-user licenses/end instruments and determine their mission requirements for service. EVoIP offers core services where:

- Only endpoints deployed on premises
- No local infrastructure footprint
- Redundant NIPRNET circuits recommended
- No customer sustainment
- DISN service, available to all mission partners

No access for UC services when disconnected from the DISN.

## ECVoIP Implementation

ECVoIP provides Direct Connect as the only service delivery option based upon classified network requirements.

## On the Horizon

EVoIP	ECVoIP
<ul style="list-style-type: none"><li>• Enterprise Directory Service (soft client only)</li><li>• Extensible Messaging and Presence Protocol (XMPP) Federation</li><li>• Audio and Video integration with Global Video Service (GVS)</li></ul>	<ul style="list-style-type: none"><li>• Enterprise Directory Service</li><li>• Enterprise Audio Conferencing</li><li>• Voicemail</li></ul>