



Enterprise Voice Services

Unclassified and Classified Voice Services

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Enterprise Voice Services

Enterprise Voice over Internet Protocol (EVoIP)

SBU Voice over IP

Full range of SIP-based voice features

Analog end-point support

Soft Clients for Instant Messaging and Presence

Service Prioritization

Connection to DSN network

Enterprise Classified Voice over Internet Protocol (ECVoIP)

Classified Voice over IP

Full range of SIP-based voice features

Connection to DRSN network

Enterprise Audio Conferencing (EAC)

Unclassified, audio-only teleconferencing

Reservation-less bridges

PSTN and DSN access

Conference control functions

CONUS; EUCOM; PACOM locations

Voice Internet Service Provider (VISP)

PSTN access for unclassified voice

Low per-call, per-minute costs

Verizon serviced locations



Enterprise Voice over IP (EVoIP/ECVoIP)

What is Voice over IP?

The Enterprise Voice service offering provides enterprise-wide, centralized, hosted, sensitive but unclassified and classified voice services for the entire Department of Defense and mission partners connected to NIPRNet and SIPRNet.

How Does it Work?

On-premise hard phones and/or soft phone clients connect to VoIP services make phone calls and access enhanced features from the DODIN cloud via Enterprise Session Controllers.

Who Should Use it?

DoD and mission partners looking to reduce/eliminate telecom costs and security vulnerabilities for sustaining local legacy voice systems, Primary Rate Interface (PRI) circuits and IP Call Manager suite of equipment (hardware and software).



Enterprise Voice over IP Capabilities

EVoIP (Unclassified)

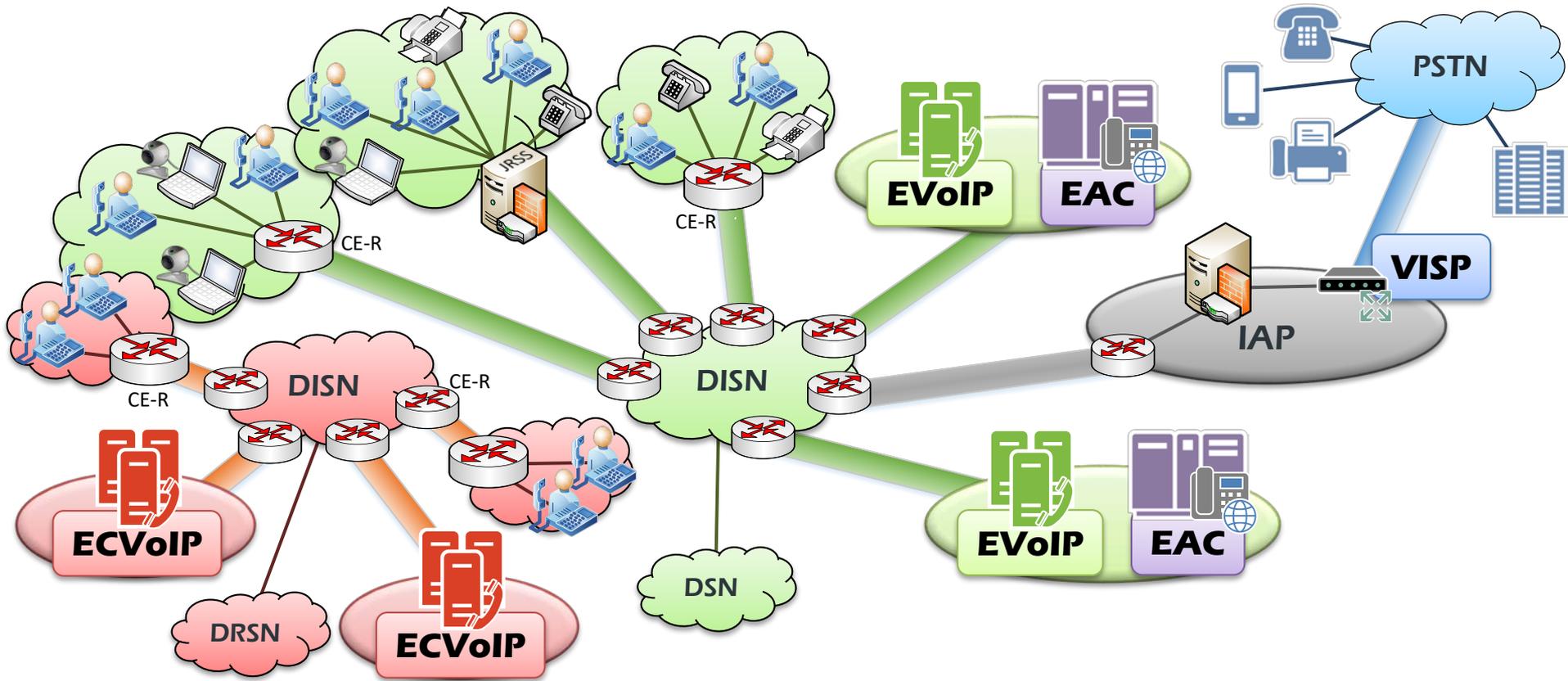
ECVoIP (Classified)

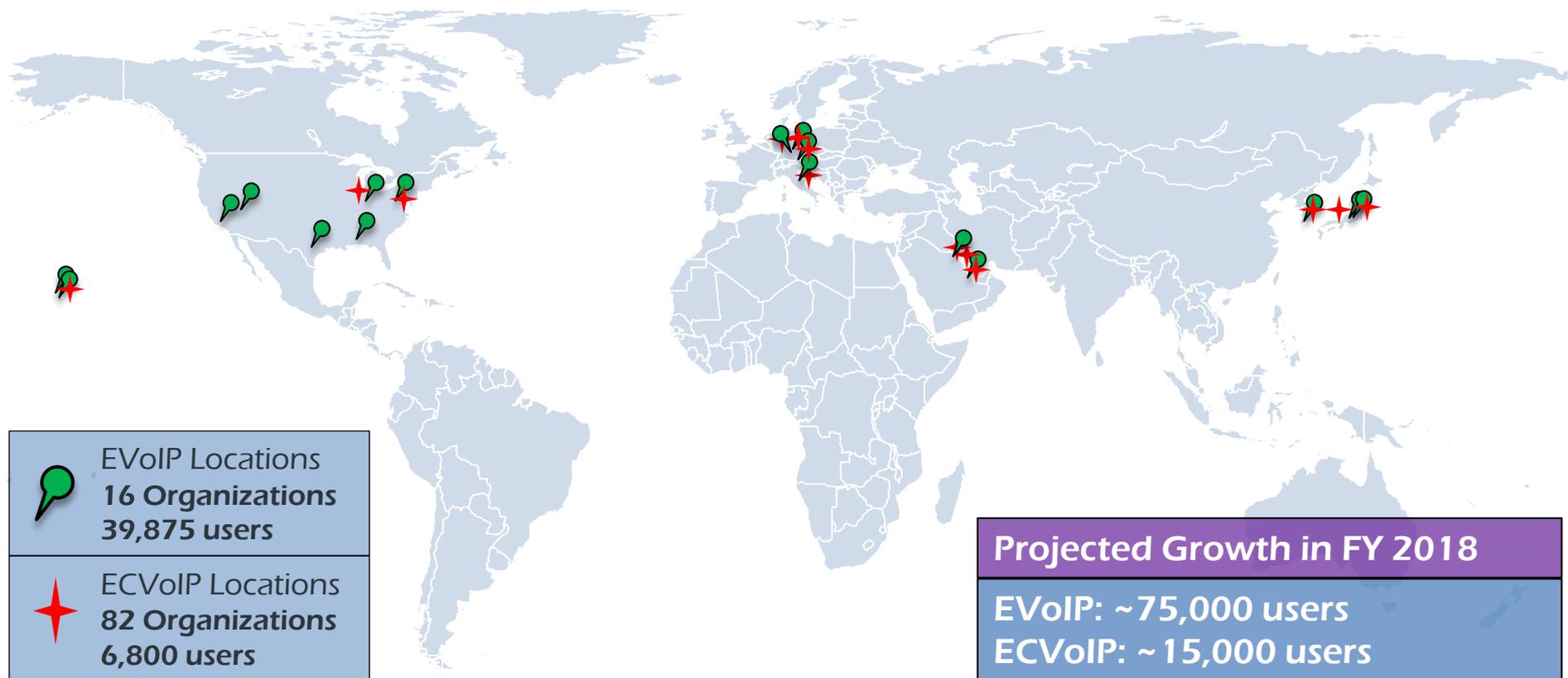
- Full Range of User Voice Features
 - Extension Mobility
 - Security
 - Using separate IP address space for voice
 - Interfaces with legacy secure voice platforms
 - Optional Features – the following requires local ISSO/ISSM approval for ECVoIP only
 - Speaker Phone
 - Secure Conferencing
 - Ad hoc and Meet-Me Conferencing
 - End-user feature configuration
-
- Soft Client – Voice, IM&P, P2P Video, Visual Voicemail, Office Integration
 - Voice ISP – commercial access included in DISN Subscription, call rates apply
 - Analog end-points – with gateways to convert to IP
 - Access to Voice Enterprise Directory Service
 - Service Prioritization – via MLPP





Enterprise Voice over IP Architecture





	EVoIP Locations 16 Organizations 39,875 users
	ECVoIP Locations 82 Organizations 6,800 users

Projected Growth in FY 2018
EVoIP: ~75,000 users
ECVoIP: ~15,000 users



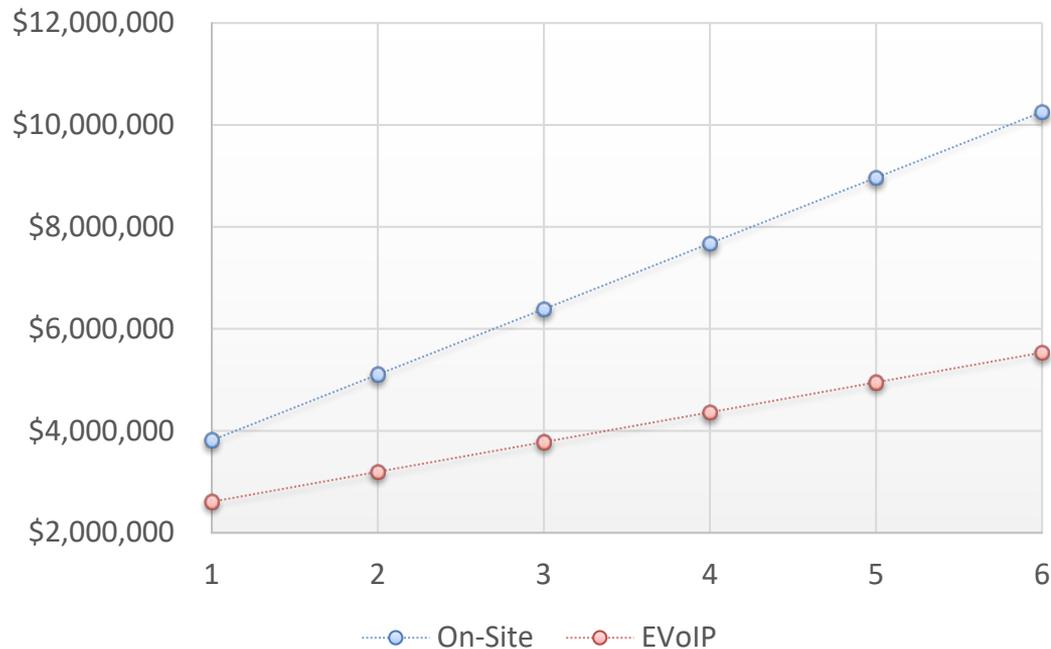
Why Enterprise Voice Services

- **DoD CIO Memorandum dated 27 Jul 2017 tasked all Components to develop a Network Modernization and Convergence plan to address the phase out of Low Speed Time Division Multiplexing (LSTDM) and eliminate all non-Internet Protocol network technologies by FY23.**
- **DISA delivers unclassified and classified IP-based voice capability in an “as-a-Service” model to mission partners**
 - **Provides reliable, cost-effective, secure communications**
 - **Enables Mission Partners to decommission legacy voice equipment and reduce hardware footprint and costs**
 - **Provides a global, scalable, redundant communications solution delivered over a highly available, secure networks**



Comparison of Costs

Cost Comparison of Cumulative Costs



- EVoIP is 46% of the cost of an on-site solution over 5 years representing a cost avoidance of \$4.7 million.



Enterprise Voice over IP Cost Comparison

	On-site Voice Solution*	Enterprise Voice over IP
Labor * Assumed 2 PTEs (Shared)	*Sys Admin (Monitoring, Patching, App/DB Support, Security) - \$200K/year/FTE	Provided by service
Hardware * One time cost	*Physical Endpoint - \$300/unit Servers - \$600K/system; \$120K/year maintain	*Physical Endpoint - \$300/unit Servers – EVS Responsibility
Software	Licenses - \$225/user (one-time fee); \$50/user	Licenses - \$225/user (one-time fee); \$50/user
Help Desk *Assumed 2 FTEs & Support (Shared)	*Tier I/II Lead - \$120K/year/FTE Support personnel - \$100K/year/person	*Tier I - \$120K/year/FTE Support personnel - \$100K/year/person
Facilities	Power (Servers, PoE, Gateways) - \$50K/year Floor Space - \$8K/year	Power (PoE, Gateways) - \$25K/year Floor Space - Not Required
Tier III Support * Assumed 2 FTEs (Shared)	FTE - \$150K/year/person Vendor Engineering - \$50K/year	Provided by service
Training	Up to \$2000/person/class (vendor dependent)	Optional / Not Required
Total Implementation	\$3,814,000	\$2,730,000
Total Sustainment	\$1,925,000	\$605,000

* Costs are estimates for 5000 endpoints and may not reflect your specific costs.



Enterprise Voice over IP Service Ordering

Requirements Phase

Gather customer requirements and user information



Customer Acquisition

Supply or procure endpoints / licenses



Order Services

Customer orders Voice ISP* and EVoIP service through DDSF



Configure Access

Order circuits and configure network to access service



Transition Services

Endpoints transitioned to EVoIP services



* EVoIP only requirement for PSTN access



Voice Internet Service Provider (VISP)

What is Voice ISP?

The VISP capability provides low cost off-net calling to the Publically Switched Telephone Network (PSTN) for the DoD and its mission partners via SIP through the DODIN Internet Access Points (IAP) provided by Verizon.

How Does it Work?

LSCs connect to the DISN Softswitch core via SIP trunks and request VISP to provide commercial services to their telecom users and endpoints. EVoIP customers simply request commercial services through VISP.

Who Should Use it?

DoD and mission partners looking to reduce/eliminate telecom costs for sustaining local Primary Rate Interface (PRI) circuits or T1 lines for commercial calling and take advantage of low-cost per-call, per-minute rates.

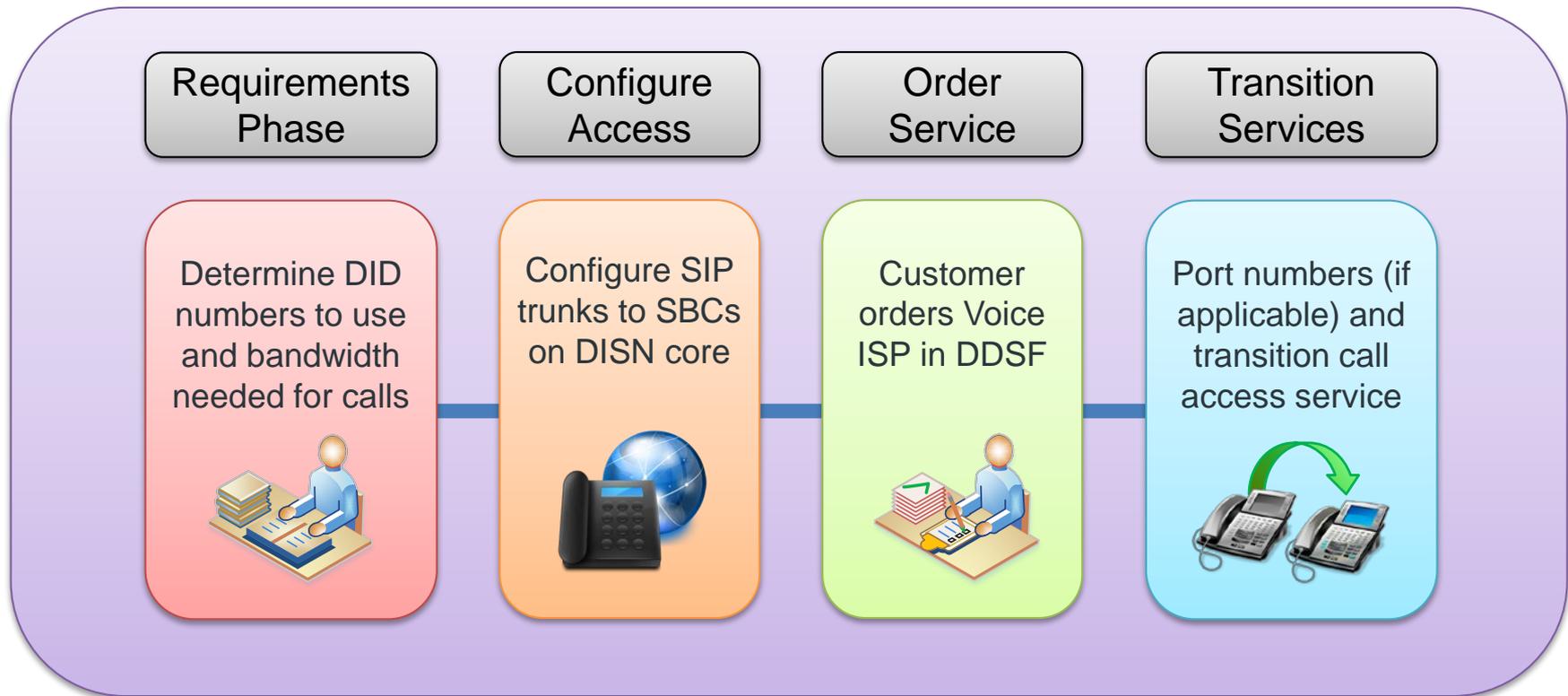


VISP Capabilities

- **Access and calls to these unclassified voice networks included in DISN subscription as part of VISP offering**
 - **On-net calling to mission partners connected to the DISN core via LSCs or ESCs**
 - **Defense Switched Network (DSN) calling**
- **Commercial calling to PSTN at low cost, per-minute, per-call rates**
- **Able to port existing numbers or request new ones**
- **Available to Verizon serviced areas in CONUS, EUCOM and PACOM***
- **E911 Service – with option of on-premise E911 solution for additional location information**
- **Program Designator Code (PDC) routed billing**



VISP Ordering





Enterprise Audio Conferencing

What is Audio Conferencing?

The EVS AC service offering provides a low cost, centralized, hosted, audio-only, sensitive but unclassified (SBU) conferencing capabilities to the DoD and its mission partners.

How Does it Work?

Mission partners request reservation-less bridges in the desired theater providing audio teleconference resources that can be called via PSTN and DSN.

Who Should Use it?

Mission partners looking to eliminate local conferencing systems and/or utilize audio teleconferencing capabilities accessible to all DoD mission partners.



Enterprise Audio Conferencing Capabilities

- **Enterprise solution providing reservation-less conference bridges**
 - **Bridges available for request on unclassified telecommunications networks**
 - **Chair management features: starting and ending behaviors, locking/unlocking conference, muting participants, etc.**
 - **Bridges configurable for up to 250 participants**



Service Ordering/Information

EVoice

<http://www.disa.mil/Network-Services/Voice/EVoIP>

Email: disa.meade.se.list.evoip-customer-onboarding@mail.mil

ECVoIP

<http://disa.mil/Network-Services/Voice/DISA-Enterprise-CVoIP>

Email: disa.meade.se.list.vosip-ecvvoip@mail.mil

DISN Customer Contact Center (24/7)

DSN: (312) 850-0032 • Commercial: (844) 347-2457, Opt2 • E-mail: DISA.DCCC@mail.mil

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