

# MAKE IT LOUD AND CLEAR WITH VoIP INTEGRATION SERVICES



CSC  
NORTH AMERICAN  
PUBLIC SECTOR



CSC

## WHY CSC ?

- Proven track record in designing, developing, deploying, and operating global enterprise converged networks
- CMMI Level 3 Engineering Processes, ISO 9001-certified quality standards
- Best-in-class leader in network managed services (as ranked by Gartner and Forrester)
- Vendor independent; will design and build best solution for your business requirements
- Anytime/anywhere support; global presence, follow-the-sun network operations; depth to support our clients' network deployment and operations
- Center of excellence provides fully functional test bed for latest converged network technologies and design tools; ensures that designs meet customer's performance and functional requirements

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## IS YOUR NETWORK READY FOR VoIP?

*According to the Gartner Group, 85% of data networks are not ready for VoIP (Voice over Internet Protocol) implementation. If network assessment is not done up front, there is a 50/50 chance that the implementation will fail.*

*At CSC, we have developed VoIP integration practices and methodologies that increase efficiency, reduce costs and provide clarity so that your organization can make an informed decision, preserve service levels and improve productivity.*

## CSC's VoIP Integration Process

### Phase I — Business Impact Process

- Tailored to customer requirements government, defense, intelligence
  - Security, service prioritization, quality of service
  - Integration with mobile, deployed and wireless infrastructures
- Access impact on existing IT infrastructure
  - Network capacity, hardware and security
- Detailed business case, with calculated ROI
- Capitalize on network convergence to maximize impact on mission success

### Phase II — Design

- Vendor-neutral solution based on experience and alliances with major carriers and vendors
- Advanced network modeling and design tools tailored to converged network design
- Solution development supported by our fully-equipped Enterprise Network Managed Services Center of Excellence for testing, evaluation, and prototyping of converged network applications and designs

### Phase III — Deployment

- Offices in 700 locations worldwide; capability to manage, support global deployments
- Training services that ensure users get the most out of new converged services

### Phase IV — Operations and Maintenance

- 24x7x365 global management and customer service capability
- 5,000+ network engineers (most have security clearances) ready to support customer network operations anywhere and any time
- Industry best practices for SLA definition, monitoring, reporting and compliance
- Dashboards and portals customized to give your decision makers real-time insight into health, performance of your VoIP and converged network

### What are CSC's Strengths in VoIP Integration?

- Ongoing investments in and deployment of VoIP
- Internal use in corporate operations
- Network Center of Excellence with VoIP Lab
- Staff trained in VoIP Technologies
- World-class expertise in IT integration and operations
- Help desk and system/service support (including SLAs)
- Applications development and research
- Voice and data network operations

### Benefits

- Lower total operating costs
- Enhanced end user productivity
- Increased IT organization efficiency