



Telecommunications Management System



NetPlus® Chosen by Pentagon Renovation Team to accelerate VoIP Implementation at the Pentagon

The **Pentagon Renovation Team (PENREN)** of the **United States Army's Program Management Office (PEO-EIS)** tasked General Dynamics – Information Technology (GD-IT) with converting the Pentagon's Voice Switching System from a legacy 5ESS to the Nortel® CS-2100 VoIP Solution. The renovation was to be performed in stages ("wedges") over several years.

The project called for moving personnel into adjacent wedges while renovation work—structural and Telecom/IT—was completed, then moving them back into the renovated space with new Telecom/IT functionality. GD-IT was charged with selecting a telemanagement system (TMS) vendor to manage the VoIP voice switch that could also provide the following functionality:

- Work order and automated provisioning (MACDs)
- Billing with FAMS interface (financial management system)
- Database segmentation by Telecommunications Service Control Officer (TSCO)
- Web-based ordering by TSCO
- Asset management
- Automated failover
- Alarm monitoring and processing
- Trouble ticketing system
- STIG Compliance and security logging

Enter the NetPlus® TeleManagement System

PEO-EIS was under tremendous pressure to complete the renovation on time, causing them to speed up the transition process. They reached out to NetPlus. Wanting to ensure success, PEO-EIS and the NetPlus Team agreed to an initial task, the purpose of which was to demonstrate NetPlus' capabilities in the following key functional areas:

- Web-based ordering by TSCO
- 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 TSCO to access only their data
- Provide a functioning FAMS billing interface

Within two weeks, NetPlus was installed in the Pentagon's Lab and the NetPlus Team successfully implemented the following capabilities:

- Web-based ordering by TSCO using WebNP portal
- Single work order provisioning of multiple features on a VoIP phone to the Nortel CS-2100 VoIP switch
- Provisioning the full Nortel CS-2100 feature set, including add-on modules
- An automated billing interface with the FAMS system
- Security controlled TSCO database segregation, providing each TSCO with views to only their data.

Following the successful demonstration of the required Phase I tasks in November 2008, PEO-EIS awarded a contract to NetPlus in December 2008 to deploy a redundant NetPlus solution in the production environment. Within 3 months, the entire Pentagon VoIP Management transitioned to a fully featured NetPlus System in a redundant cluster environment providing automatic failover.

PERFORMING SINCE CUTOVER WITHOUT A SINGLE OUTAGE.

“The implementation of NetPlus has increased my workforce efficiency by over 300%.”

– General Dynamics, IT Program Manager

Implementation included full system testing and training of PENREN support staff. Since cutover, the NetPlus Team has provided continued support services, including IA patching and additional engineering enhancements.

With the Contractual Period of Performance running out, the pace of VoIP transitions needed to speed up. PENREN had been averaging 200 moves per week. PEO-EIS, to ensure completion of the VoIP transitions by the end of the PENREN contract, wanted to move 1,000 per week. PEO-EIS asked the NetPlus Team if its system could be utilized to speed up the personnel transition process.

The NetPlus Team collaborated with PEO-EIS and GD-IT to create a transition tool to automate the collection of subscriber data and then provision the service into the VoIP portal, enabling the PENREN team to transition over 1,500 subscribers weekly. With the enhanced NetPlus VoIP Transition Tool, PEO-EIS was able to achieve a dramatic reduction in the amount of time required to complete the transition effort.

NetPlus completed what had been considered a 3-year transition in less than 6 months. The Telecom VoIP transition was no longer the critical path leading to program delays and adding costs to the Pentagon Renovation.

In summary, the implementation of NetPlus improved the service delivery of the PENREN team, increasing their productivity by over 300% while reducing operational costs. With the new processes and Legacy to VoIP transition modifications, the entire PENREN project was back on track with the finish line in sight well before the scheduled project completion date.



+1 301 721 3000
www.ventraq.com/netplus

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