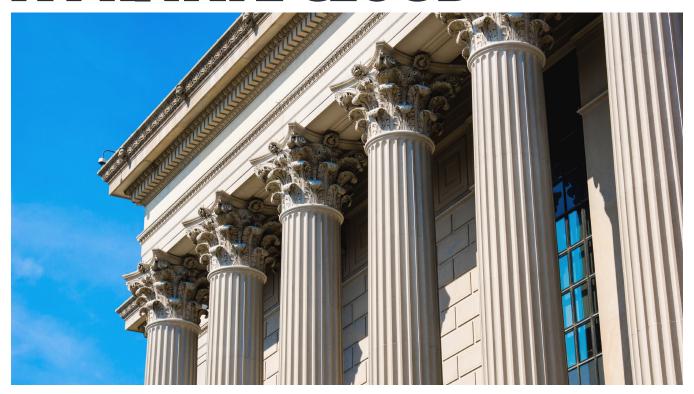**CUSTOMER CASE STUDY**

DEPLOYING AGENCY-WIDE UNIFIED COMMUNICATIONS OVER A PRIVATE CLOUD

The agency administrative team featured in this case study supports 24,000-plus users in more than 250 locations across the U.S. and its territories.

The Challenge

For years agency administrators had relied on 250 standalone phone systems to support remotely based personnel. But the aging equipment had become unreliable and lacked modern-day features. In addition, each office had its own unique dialing plan, billing process, support model and contract — creating complex administrative challenges. Administrators began looking for a better way to support the team and to provide the advanced communications and collaboration tools needed to further the agency's mission.

The Solution

Administrators decided to host their own private cloud communications solution using a

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carrier-grade BroadSoft BroadWorks platform — overcoming the limits of standalone systems and providing much-needed standardization, scalability and advanced collaboration features. The new BroadWorks architecture leverages the agency's data centers and wide-area MPLS network to reduce telco trunking and long distance charges and to achieve the redundancy needed to protect the 6.5 million calls processed each month.

Solution Components

- BroadSoft BroadWorks® Software Suite
- BroadSoft UC-One® Unified Communication Soft Client
- Edgewater Gateways
- Polycom IP Phones

The Impact

The agency's BroadSoft-powered private cloud was a finalist in the American Council for Technology's Excellence.gov awards based on the broad range of enterprise efficiencies it delivers.

- **Dramatic cost savings.** By replacing a complex mix of legacy PBXs and Centrex systems with the BroadWorks platform, the agency has reduced its direct costs by over $4 million annually, while benefiting both from superior call quality and reliability. The savings have been reinvested into the agency's core mission.
- **Streamlined administration.** Security, process control and procurement are now centralized in a new managed voice services environment— eliminating the burden of separate local contracts for O&M. Moves, adds and changes are managed by a single service desk.
- **Improved collaboration and workflow.** The BroadSoft solution provides a consistent user experience, while streamlining how calls are managed and work is performed. One example: Receptionists now use an intuitive web interface to view incoming calls and to route them within the office or across regions using a simple point-and-click function. New mobility features help personnel respond to a fast-moving work environment and shifting deadlines. They have ready access to BroadSoft's advanced telephony and unified communication features from any iOS, Android or BlackBerry device.
- **Easy expansion to sister agencies.** Based on the agency's successes and the scalability of the BroadSoft platform, administrators are now delivering communication services to sister agencies as well. The services and features each agency needs are subscribed to and administered based on their unique requirements and budgets — including voice, video, instant messaging, presence, desktop sharing and other real-time collaboration tools.

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ABOUT BROADSOFT:

BroadSoft is the leading provider of cloud software and services that enable mobile, fixed-line and cable service providers to offer Unified Communications over their Internet Protocol networks. The Company's core communications platform enables the delivery of a range of enterprise and consumer calling, messaging and collaboration communication services, including private branch exchanges, video calling, text messaging and converged mobile and fixed-line services.