



# SIMPLIFY, SECURE, AND STREAMLINE AGENCY COMMUNICATIONS

## FedRAMP Cloud Services from Avaya Government Solutions

### Reduce Risk and Cost with Effective and Trusted Agency Collaboration

Government organizations are seeking proven strategies to reduce operational cost and complexity, improve enterprise performance, and enable more flexible, secure and productive work environments. They require communications capabilities that support a mobile workforce with trusted data and secure systems. Yet most agencies manage increasingly obsolete legacy systems that limit their ability to adapt quickly to changing missions and mandates. User expectations continue to grow while continued investment in on premises, capital-intensive communications infrastructure is discouraged.

How can government technologists provide cost and operational efficiency while meeting the demands for better performance, security, flexibility and continuity of operations? By moving to hosted, Unified Communications solutions that deliver what they need as a service: managed Voice-over IP (VOIP) telephony, enterprise voice messaging and audio conferencing, audio, video and Web collaboration, instant messaging/presence, and mobility management.

### Avaya Unified Communications as a Service (UCaaS) for Government

Where can agencies find comprehensive capabilities that are affordable and approved for their use? In the Avaya Aura® Communication Manager Unified Communications (UC) product portfolio, available as a Federal Risk and Authorization Management Program (FedRAMP) Moderate authorized solution.

A recognized provider of global communications, Avaya designed its Unified Communications as a Service (UCaaS) with the government user, systems manager, and executive leader in mind. It provides agencies with the capabilities necessary to accomplish diverse missions securely, ensure service reliability, and effectively manage enterprise budgets and operations.

### TRUSTED UCAAS - A FEDRAMP AUTHORIZED SOLUTION

By offering a trusted UC as a Service option to Federal, state, and local agencies, Avaya Government Solutions is focused on meeting these stated FedRAMP goals to:

- Accelerate secure cloud adoption through assessment reuse
- Increase confidence in security of cloud solutions
- Achieve consistent security authorizations for cloud product approval
- Ensure consistent application of existing security practice
- Increase confidence in security assessments
- Increase automation and near real-time data for continuous monitoring

## Driving Agency Cloud Migration

A number of factors aligned to make this an ideal time to consider UC as a Service to meet agency demands for modern and manageable enterprise communications systems:

- The 2010 **Cloud-First** initiative encouraged Federal agencies to accelerate cloud adoption for IT infrastructure modernization. Gradual migration is underway, with many agency implementations of enterprise email, cloud-based storage, or on-demand applications.
- **FedRAMP** intends to instill agency trust in cloud computing applications and motivate service providers to align with the *Federal Information Security Management Act (FISMA)* and NIST Special Publication 800-53, *Security and Privacy Controls for Information Systems and Organizations*.
- Many agencies still rely on **unsupported legacy voicemail and other communications infrastructure** that is difficult and costly to maintain. With UCaaS, agency resources can be applied to mission and no longer must rely on outdated tools.
- **Key government personnel are retiring** at an increasing rate, and many are difficult to replace. With cloud-based alternatives, agencies can eliminate the dependency on expert “single points of failure” and support critical infrastructure and applications.



- Many large organizations experience install, upgrade, and patch deployment cycles, resulting in multiple versions of single products in use across the enterprise. With the UCaaS approach, agencies ensure use of **evergreen technology** and eliminate recurring maintenance, forced obsolescence, and unplanned capital expenses.
- Agencies no longer need to pay for features and functionality they do not require or cannot deploy. By moving to UCaaS, they can **eliminate significant expense** for unused licenses. UCaaS is delivered as a tiered, seat-based consumption model where users access only the features they need and agencies pay for active users only.
- A seat-based offering enables the **introduction of features and functionality as needed**. Agencies can adopt a “crawl, walk, run” approach to UCaaS while accelerating enterprise cloud migration.
- The ability to support a mixed environment of cloud and premises UC applications simplifies cloud adoption. Agencies can integrate existing solutions into the overall cloud architecture and **focus on displacing critical systems or components first**.

### Avaya Enterprise Cloud – Secure for FedRAMP UC – Features and Benefits

The Avaya Enterprise Cloud – Secure for FedRAMP UC service provides capabilities to support real-time engagement by integrating voice, video, data, messaging, conferencing, and mobility.

The service includes VOIP telephony, bridging to mobile phones and soft phone capability; voicemail; instant messaging and presence information; audio and video conferencing with multiple users; and collaboration conferencing. This complete UC suite serves to

maximize productivity and customer satisfaction by providing a common communications platform.

UCaaS implementation in a private cloud environment relieves the burden of managing multiple and cumbersome hard-wired systems. With a modernized subscription-based approach, users can be quickly added or deleted, increasing organizational flexibility, scalability, and agility. Software updates are handled seamlessly in the cloud and are available to all provisioned end users simultaneously. From a budget management viewpoint, recurring capital expenditure (CAPEX) planning and refurbishment is eliminated and replaced by a predictable, per-user operating expense (OPEX) subscription model. Importantly, Avaya's 365/7/24 service monitoring ensures high availability, with continuous scanning, incident monitoring, timely service restoration, and monthly performance reporting.

## Evaluating Avaya UCaaS for Your Agency

Government organizations have specific communications requirements to meet their mission and business objectives. To help agencies determine how UCaaS can support their operations, Avaya Government Solutions offers a **Business Value Assessment** of key decision factors including potential cost savings, productivity gains, and operational impacts.

Avaya can perform a return-on-investment (ROI) analysis to estimate the cost of moving voice and related communications services to a hosted, off premises, or hybrid cloud environment. This comprehensive analysis considers current operational costs, software licensing usage, as well as future performance demands and legacy migration alternatives.

Avaya Government Systems helps customers visualize the benefits of moving from a CAPEX to OPEX communications model, with the parallel goals of measurably reducing the Total Cost of Ownership (TCO) and delivering a more predictable, agile, and secure means to meet current and long-term UC requirements.

## Avaya's FedRAMP-Authorized UC Portfolio

Avaya Government Solutions offers agencies a subscription-based UC as a Service which includes hosting, implementation, management, maintenance, and technology refreshment of the service. Through a strategic partnership with Collab9, Avaya's Aura® Communications Manager UC portfolio is available as a FedRAMP-authorized solution with an Authority To Operate (ATO) at the moderate level.



## UC AS A SERVICE (UCAAS) BENEFITS ARE COMPELLING

- Rely on Secure Turnkey Service
- Leverage On-Demand Scalability
- Improve Enterprise Security Posture
- Reduce Vulnerabilities and Risk Exposure
- Enable Predictable Budgeting
- Decrease Enterprise TCO
- Ensure Consistent Policy Implementation
- Support Timely Reporting and Compliance
- Accelerate New Technology Adoption
- Deliver Improved User Experience



## About Avaya

Avaya enables the mission critical, real-time applications of the world's most important operations. As the global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications—offered on premises, in the cloud, or a hybrid. Today's digital world requires communications enablement, and no other company is better positioned to do this than Avaya.

## Transform Agency Communications with Secure UCaaS

Government professionals have the option to rely on trusted partners to support routine operations while agency staff focuses on the business of government. By adapting a secure, reliable, UCaaS approach, agencies no longer need to invest time or funding in patching, scanning, updating, and trouble-shooting enterprise communications systems. Subscribing to the “always-on” UC approach is a **powerful strategy to relieve government officials of system maintenance while enabling highly-available, resilient, and secure operating environments.**

Let Avaya Government Solutions demonstrate how this proven approach to streamlined enterprise communications enables your organizational transformation with a future-proof investment and superior performance to meet the demand of today and tomorrow.

### For More Information:

Avaya Government Solutions:  
[www.avaya.com/gov](http://www.avaya.com/gov)

Avaya Enterprise Cloud - Secure Delivery:  
<https://www.avaya.com/en/fedramp>

Collab9 and FedRAMP Authorization:  
<https://www.collab9.com/avaya>

Federal Risk and Authorization Management Program (FedRAMP):  
<https://www.fedramp.gov>

Contact Avaya Government Solutions:  
<https://www.avaya.com/govsales>