

Private Branch Exchange (PBX)

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WaTech installs, operates, and maintains shared [Private Branch Exchange \(PBX\)](#) systems that deliver voice telephone service to public organizations at economical rates. PBX systems are large enterprise telephone systems used to facilitate communication offering many useful voice related features. Over the last 10 years PBX service delivery has changed from utilizing dedicated voice hardware and wiring at sites. The new method of delivering service is largely as a network-based application using Voice over Internet Protocol and shared infrastructure. The endpoints can be a combination of telephones, software, or both. This is a transitional phase while customers migrate to cloud-based solutions like Teams Telephony and WaTech Connect.

WaTech's systems are networked together over the State Government Network (SGN). The environment allows WaTech to extend seamless telephone service statewide and supports numerous services. With the goal of 100% availability during normal state business hours, the PBX platform that supports WaTech services has a scheduled availability objective of 99.9% seven days a week, 24 hours a day, excluding scheduled maintenance service. PBX phone lines have declined from 52,043 to 49,115 in the last year due to customers moving to Cloud Based telephony services such as WaTech's Teams Telephony and AWS Connect services. We expect to see this migration rate increase in 2023 and 2024.

WaTech offers service using the Avaya PBX Platform. The Avaya PBX offering is a versatile hybrid telephone system architecture that supports Session Initiation Protocol (SIP), Voice over Internet Protocol (VoIP), digital, analog, and software-based telephone services. Services included:

- Custom telephone and call routing configurations based on the Avaya architecture with more than 300 features.
- Comprehensive 911 Service.
- Expanded local dialing to most of the area codes in the state at no additional charge.
- Free domestic long distance for SIP telephony endpoints.

Intended customers

WaTech can offer economical PBX service to eligible customers by delivering voice service using the State Government Network or via a commercial broadband connection for customers using SIP. Microsoft Teams telephone service is a more economical choice for customers on the Enterprise Shared Tenant. These services can be used by any publicly funded organization after completing a Master Service Agreement. Currently WaTech serves 48 different agencies, boards, and commissions at over 200 different locations statewide.

Options available with this service

- One-number service that lets users receive calls on their cellphone.
- A variety of software telephone options to extend service to telework locations.
- Call Center Options – Customized call center services based on the Avaya architecture.

Helpful information

Service category

Communications & Collaboration

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours and coordinated with agency representatives.

Related services

- [Teams Telephony](#)
- [Interactive Voice Response \(IVR\)](#)
- [WaTech Connect](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Eric Talberg

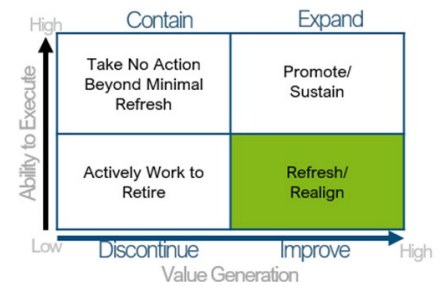
Customer engagement

- Semi-annual customer Town Hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Continued migration and adoption of Microsoft Teams Telephony as the enterprise telephony platform.
- Perform Cloud Contact Center as a Service (CCaaS) analysis against customer requirements.
- Launch WaTech provided Amazon Connect to customers in 2023. WaTech Connect offers advanced capabilities for customer service.

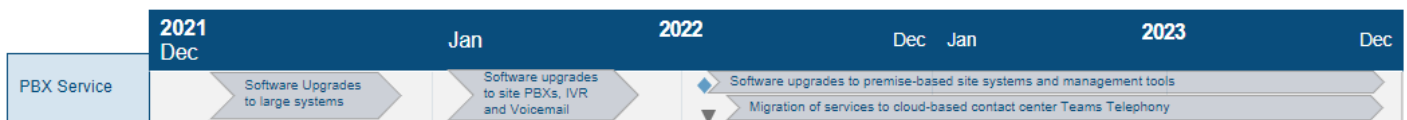


One- to two-year goals

- Continued advocacy of moving Washington state’s telephony services to cloud-based solutions.
- Develop a plan to migrate the embedded base of Avaya users to a cloud based service, with the exception of the prisons and institutions.
- Maintain the PBX phone systems and associated services, keep current and supportable, and add key functionalities to the product.

Three- to five-year goals

- Encourage migration to Microsoft Teams for voice services and Amazon Connect for contact center services. Sites with unique requirements may need to maintain premises-based systems.
- Execute migration of embedded base to cloud.



Service review and fully loaded service budget projection

Revenue source

The PBX service operates on a pay-per-use rate structure. Revenues received from this rate structure pay for the costs incurred to provide the service.

Net Income over time

The financial chart reflects an anticipated decline of PBX revenues due to execution of the WaTech Strategic Roadmap plan calling for users to migrate to Teams Telephony.

