



**OVERVIEW**

The State of Alaska's telecommunications system was damaged and outdated. The State also lacked the infrastructure to support IP telephony. The State looked to WWT to oversee the design, management and implementation of a complete telephony upgrade.

Using Cisco technology and best practices, WWT implemented a new IP phone system that satisfied the various needs of its end users with a full-range of professional services, including integration of existing equipment and comprehensive training on the new technology.

**KEY BENEFITS**

- Converged Data and Voice Networks
- Scalable Solution to Meet Future Demand
- State-of-the-Art, Stable Voice Environment
- Complete Data Network Refresh

**ABOUT THE STATE OF ALASKA, DEPARTMENT OF ADMINISTRATION**

The Mission of the Department of Administration is to provide consistent and efficient support services to State agencies so that they may better serve Alaskans. Learn more about the State of Alaska at <http://www.state.ak.us/admin/>.

# STATE OF ALASKA

## World Wide Technology Accelerates IP Telephony Migration

**CHALLENGE**

The State of Alaska (the State) was in dire need of a state-wide network upgrade to mitigate the risk of dependency on a number of antiquated Nortel PBXs. The State's system was over 20 years old and had been compromised by both lightening and lack of maintenance. In addition, the aging system was not equipped to handle future growth and the State lacked the facility infrastructure to support a technical migration to an IP telephony system.

As the outdated PBXs were responsible for serving approximately 15,000 devices in 120 facilities in Juneau, Anchorage and Fairbanks, it was clear that the State either needed to move off of its current telephone platform entirely, or spend a significant amount of money updating the failing infrastructure. However, past attempts to migrate to a new platform had failed and a complex environment of political, financial and technical aspects seemed to stand in the way of progress.

The State needed a service provider that could oversee all of the professional services required to design, project



manage, implement and document a new scalable telecommunications system. After a thorough search process, the State found the technical expertise and equipment they required with World Wide Technology (WWT).

**SOLUTION**

To address current problems and meet future demand for the State of Alaska, WWT designed and implemented a comprehensive telecommunications solution comprised of people, process and partnerships, which met the State's needs and fell within their budget guidelines.

“There is no better path to the successful implementation of a new technology than to follow in the experienced footsteps of an organization that has already been there and we have found this in WWT.”

## TECHNOLOGY

WWT delivered a scalable Cisco IP telephony core that can support in excess of 25,000 IP phones. The new solution included the initial deployment of nearly 4,000 phones, analog devices and associated Cisco switches across 19 PBX Remote Premise Equipment (RPE) locations. WWT also completely pre-configured the new telephony core to support 15,000 existing phones for voicemail, call control, call conferencing, E911 and Integrated Voice Response (IVR) integration and more.

## STRATEGIC PARTNERS



## ABOUT WWT

World Wide Technology, Inc. (WWT) is a leading Systems Integrator providing technology and supply chain solutions to customers and suppliers around the world.

Visit [www.wwt.com](http://www.wwt.com) to learn more.

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## People

WWT quickly organized and managed a virtual team to oversee the State's migration to a new IP telephony system. To ensure a successful migration within the various IT departments, WWT conducted several pre-deployment training sessions with State employees to introduce them to the new technology. The WWT team also conducted detailed site readiness assessments and developed a business continuity plan for remaining PBX locations.

## Process

WWT delivered a scalable Cisco IP telephony core that can support more than 25,000 IP phones. The new solution included the initial deployment of nearly 4,000 phones, analog devices and associated Cisco switches across 19 PBX Remote Premise Equipment (RPE) locations in Anchorage, retiring approximately 25% of the total State PBX phone count.

WWT provided extensive facility remediation as part of this project, including cabling, rack build-out, HVAC and UPS. WWT also completely pre-configured the State's telephony core to support 15,000 existing phones for voicemail, call control, call handling, Automatic Call Distribution (ACD), conferencing, E911 and Integrated Voice Response (IVR) integration in Anchorage, Juneau and Fairbanks.

## Partners

WWT looked to long-time partner Cisco Systems' tools and technology to address the State's current challenges and meet the State's telecommunication needs well into the future. With Cisco IPT cores, the State will be able to retire their outdated PBX system. The State now manages call processing and phone management with Cisco CallManager, and all Meridian Mail users have moved to Cisco Unity Voice Messaging. WWT also provided two Cisco-authorized training classes for the State's IT Managers along with comprehensive user training upon completion of each site.

## RESULTS

WWT successfully moved the State of Alaska to a converged, enterprise-wide IP telecommunications network. WWT worked closely with the State throughout all phases of the migration, increasing the project's pace and schedule to minimize service disruptions.

"The collaborative efforts recently demonstrated to successfully accelerate the schedule for placing IP Telephony phones due to an outage suffered by the Anchorage PBX (phone switch) could not have occurred without disciplined execution from a proven vendor like World Wide Technology," said Stan Herrera, VOIP project director for the State of Alaska.

Using WWT and Cisco technology, the IP telephony migration maximized the State's converged technology platform, satisfying the various needs of its end users with a full-range of integration services. Initial deployment of the State's new VOIP phones and existing analog devices has been very successful and the State's device count has increased dramatically. WWT is scheduled to complete deployment of 15,000 devices by December 31, 2008.

"There is no better path to the successful implementation of a new technology than to follow in the experienced footsteps of an organization that has already been there and we have found this in WWT," said Herrera.



**World Wide Technology, Inc.**