

# Unified Communications

FACT SHEET

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*Providing the future of secure, reliable, affordable and supported unified communications globally.*

## The Advantages of Unified Communications

*UC solutions provide a consistent user interface and experience across multiple platforms and devices. We help our customers maximize the advantages of UC by:*

- ✓ Integrating capabilities within a common environment
- ✓ Reducing total cost of ownership
- ✓ Improving mission and operational support
- ✓ Enhancing collaboration
- ✓ Providing faster, easier communication
- ✓ Offering “Green” benefits such as reduced space and power needs
- ✓ Optimizing interoperability among devices and systems

## Connecting People to People, Anywhere, Anytime, on any Device

As a leading systems integrator, General Dynamics Information Technology integrates voice, video and data services for delivery across a secure and highly available network to provide increased mission effectiveness for defense and federal civilian customers. Government organizations rely on the assured delivery of services, including:

- Voicemail
- Web, video and telephone conferencing
- Call centers and directories
- Instant messaging and email to conduct daily business requirements

Unified Communications reduces costs and provides more seamless communication.

General Dynamics Information Technology works closely with our customers, migrating stand-alone systems to a centralized enterprise service through a common platform and architecture.

Building on years of experience, we deliver complete solutions for integrating the full range of real-time and non-real-time communication services into a single IP-based system. When this migration is complete, almost every type and technology of military communication will be over IP.

## Integrated Solutions for Complete Collaboration

General Dynamics Information Technology is a leading provider of Unified Communications solutions to customers in the defense, federal civilian government, state and local government and commercial sectors. Our IP-based solutions converge and automate the full spectrum of real-time and non-real-time communications services, including:

- ✔ Voice and video telephony
- ✔ Instant messaging
- ✔ Videoconferencing
- ✔ Desktop video
- ✔ Unified messaging
  - ✔ Voicemail
  - ✔ Email
  - ✔ Fax
- ✔ Collaboration support
- ✔ Presence messaging
- ✔ Call control

## Meeting the Need, Achieving the Benefits

For the Department of Defense (DoD), the move to IP-based UC is in part a necessity – as manufacturers phase out traditional time-division multiplexing (TDM) systems. The primary reason, however, is value.

General Dynamics Information Technology offers solutions that integrate capabilities in a common user environment, ensuring improved mission and operational support. UC also offers lower total cost of ownership and “green” benefits such as requiring less space and power than traditional communications.

## Proven Experience on Critical UC Programs

General Dynamics Information Technology has extensive and demonstrated experience with UC as a result of providing years of voice system engineering and implementations for the U.S. Air Force and the Defense Information Systems Agency (DISA). Using proven practices and processes, each of our UC implementations draw on the success achieved in previous projects. Our effort continues with support to the Collaboration Pathfinder Program.

General Dynamics has been the providing Shore Base Telephony upgrades for the Navy globally since 1997. The effort consists of support and maintenance of voice systems and power plant upgrades. In addition, our effort on similar efforts for the United States Marine Corps (USMC) continues in various regions of the world with expansions in Transport through Dense Wave Division Multiplex (DWDM) and Gigabit Passive over Network (GPON) technology insertion.

## Multi-Function Switch (MFS)

Working directly with DISA and the U.S. Air Force, General Dynamics Information Technology engineered and implemented the transition from a 12-switch leased tandem network in the continental United States (CONUS) to six government-owned and U.S. Air Force-operated MFSs that support both Time-division multiplex (TDM) and Voice over IP (VoIP). This new backbone provided a foundation infrastructure for the U.S. Air Force enterprise architecture, convergence and consolidation of voice switching systems.

## Federal Aviation Administration Administrative Voice Enterprise Services Program (FAVES)

A survivable VoIP telephone architecture was designed, developing the legacy PBX environment within a hosted, centralized ‘service cloud’ across a national footprint for the Department of Transportation’s Federal Aviation Administration (FAA) Administrative Voice Enterprise Services (FAVES) Program.

General Dynamics Information Technology modernized voice, video and data systems for all Pentagon users. GDIT modernized Command Centers, the backbone cable and network IT Infrastructure, Network & Systems Management Centers, Technical Control Facilities, Message Centers, Radio Rooms, wireless systems, Audio/Visual (A/V) systems

### About General Dynamics Information Technology

As a trusted systems integrator for more than 50 years, General Dynamics Information Technology provides information technology (IT), systems engineering, professional services and simulation and training to customers in the defense, federal civilian government, health, homeland security, intelligence, state and local government and commercial sectors. Headquartered in Fairfax, Va., with major offices worldwide, the company delivers IT enterprise solutions, manages large-scale, mission-critical IT programs and provides mission support services. General Dynamics Information Technology is one of two business units that comprises the General Dynamics Information Systems and Technology business group.

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