

Communications your constituents can count on.

Virtual Communications Express for Government



Virtual Communications Express (VCE) from Verizon is a clear leading choice for an agency's secure transition to cloud communications, satisfying the Federal Cloud First initiative. Transform older and management intensive IP Voice Service (IPVS) to a centrally managed cloud platform with tiered capabilities from simple trunking through a full unified communications deployment.

VCE supports Telework Enhancement Act of 2010 compliance.

VCE for Government from Verizon delivers a secure, reliable cloud-based phone system and service without the added capital expense or burden of installing and maintaining a traditional on-premises system. Our all-in-one solution provides your workforce, partner agencies and citizens seamless access from virtually anywhere.

Better communications for your agency means:

- **Carrier-Class availability and reliability.** Mitigate the risk of downtime from hardware, software or network failures with redundant systems in different locations. Scale to support thousands of users across multiple locations with the reliability you need for mission readiness.
- **Cost Control and Flexibility.** Verizon's cloud subscription model allows the benefit of using Operational Expense (OPEX) and eliminates the need to budget for future upgrades.
- **Supports Telework Enhancement Act of 2010.** Work remotely, move phones from one location to another or add lines as your agency's needs scale. Plus, with business continuity features, easily reroute calls to respond to location crisis or outages.

A seamless experience for your staff and customers.

Verizon gives your agency the support you need to deliver the services your constituents demand.

- **Dedicated installation support.** Get expert assistance during setup and through the first 20 business days of service, plus access to instructor-led, web-based training videos for self-support.
- **Voice over IP (VoIP) readiness & QoS.** Delivering VCE via your secure Verizon Private IP network reduces VoIP readiness issues. A preliminary Private IP Design is conducted for each site that confirms the proper bandwidth and QoS for VoIP.
- **24x7x365 customer support.** Reach Verizon's team of skilled technicians via phone or web chat whenever you need help.

Powerful features to power your agency

VCE supports a broad range of modular and optional features to customize a solution for your agency's specific needs. VCE supports replacing the simplest of voice service requirements or the most advanced unified communication solutions for collaboration, mobility and improved productivity.

Why Verizon

Verizon is one of the largest global providers of communications. Federal agencies turn to Verizon for our complete portfolio of services, low risk transition options, enhanced ease of use, cost competitiveness, and experienced team. With decades of experience serving the federal government, our track record and know-how enable us to transition agencies to the latest technologies and federal contract quickly and with minimal risk. We understand what agencies need and we deliver the next generation mission-enabling services to address those needs.

Learn More

Find out how VCE can boost your agency's efficiency and improve productivity. Contact your account representative today.

Feature	Business Benefit
Auto Attendant	Handle callers quickly and efficiently routing incoming calls to internal extensions or external phone numbers based on caller selection.
Business Continuity	Maintain critical communications during unplanned events by directing calls to an alternate number or location if you lose power or internet.
Call Transfer	Transfer calls internally or to outside numbers, such as a mobile phone, as if they were part of the system.
6-way Calling Conference	Connect up to six people (or groups) in one call—ideal for supplier conversations, multi-party policy discussions and more.
Desktop Softphone	Make and receive calls from your computer, anywhere you have an internet connection.
Inbound eFax	Receive faxes via email, listen to or view header/envelope information, print or delete the fax from the voice portal or web dashboard.
Voicemail to Email	Listen to voicemails on your computer or smartphone, with caller information provided in the subject line of the message.
Mobile App—Apple iOS and Google Android	Make and receive calls from your mobile phone or tablet as if you are in the office.
Outlook Add-in	Provides integration between Desktop client and Microsoft® Outlook® to initiate audio or video calls and see presence of co-workers.
Group Paging	Communicate short announcements to one or many parties.
Presence and Instant Messaging	See co-workers availability and chat with them live with instant messages
Audio and Video Calling	Audio and video conferencing capability that works across smartphone, tablet, PC, desk phone
Desktop and File Sharing	Share desktop and files instantly for a true collaborative experience