

ESCC FOCUS SESSION

Voice and Data Convergence - is it inevitable ?

Scott Pinkerton
Argonne National Laboratory



CAN YOU HEAR ME NOW ?

GOALS & OBJECTIVES

- Goal: facilitate open and casual discussion about where various Labs are going with respect to Telephony
- Objective: make contacts at the other Labs - figure out who you should follow up with after this meeting
- Objective: figure out which Lab is addressing the issues you care about
- Objective: think about how (collectively) we might find some ROI with VoIP (or other forms of convergence)

DIVERSITY FROM THE GET GO

- Naturally lot's of starting points
 - Some Labs using an Aastra PBX (PNINL, LBNL, ANL)
 - DOE providing the phone service (ORNL)
 - Fermi using a Centrex service
- Others
 - ?

MORE DIVERSITY IN THE ENDPOINTS ?

- Why build a converged voice & data infrastructure ?
 - It's our destiny ?
 - Unified communication (e-mail, voice mail, calendar)
 - Location based services
 - Mobility
- What are your motivations ?

WHERE ARE THE COSTS ?

- Legacy TDM PBX Costs
 - PBX & Handsets
 - Hdw Maintenance
 - Local & long dist trunks
 - Cable plant
 - MAC's
- VoIP based PBX Costs
 - Call Manager & Handsets
 - Hdw & Switch Maint
 - Local & long dist trunks
 - Cable plant
 - MAC's

DEVIL'S IN THE DETAILS

- (At ANL) TDM PBX is redundant & geographically separated
- 9 “node rooms” drive all telephones (leveraging 4000' copper run length)
- All 9 node rooms have UPS and generator backup
- What quality level is necessary for network based telephony ?
 - How much has cellular lowered the bar ?
 - Minimum standards for the wiring closets ?

LEGACY COPPER CIRCUITS ?

- SCADA
- Fire Alarm
- Public Address System
- Other/who know's what
- Timeline for retiring legacy copper circuits is ??
 - Won't be able to abandon legacy copper for a while

ADVANCED SERVICES

- Fixed Mobile Convergence
 - Many people have given up their land line at home (most new hires coming in ?)
- 911 & Mobility
 - Different phone number for the computer ?
- Automated Call Distribution (ACD)

RISK PERSPECTIVE

- Cyber Security continues to be a challenge
- How do we add a mission critical application like voice to our embattled data networks ?
- Physically separated infrastructure seems way to expensive
- Thoughts ? Worth worrying about it ? It's inevitable ?
- Risk is ok, since cellular is always a viable fall back ?

BRAINSTORMING ROI

- What if we ran a common telephone infrastructure across multiple Labs ?
- What if we cancelled 50% (or more) of our local/long distance trunks (counted across all of the Labs)
 - Seems like our only option for saving real \$\$

WHAT'S NEXT ?

- Suggestions on how we continue to exchange ideas & experiences ?
- Should we be doing/attempting anything more organized ?
- Should the ESCC have a formal role in any of the next steps ?