IVMS Overview

The Enterprise Voice Mail System (EVMS) platform is a service that was envisioned and designed by the Office of Information Technology Services (ITS) for the express purpose of offering state agencies a standards based, applications centric voice mail platform providing the latest technical feature and functionality benefits.

The ITS EVMS team of highly trained staff is actively engaged in customizing the system to meet the business voice mail needs of Executive Branch agencies. This team, with support from Avaya, met with each agency to design, build, and install voice messaging service for the agency site(s) that enhances the managed telephony provided by ITS.

The objective was to provide the agencies with a service that meets each agency's goal of providing excellent service to the North Carolina citizenry, while operating with limited resources and a very limited budget. The EVMS service meets the agencies business and technical requirements without having to incur an upfront capital cost or the challenges and expense of managing system administration, upgrades, and on going maintenance that are typical voice mail ownership responsibilities. Listed below are some of the many benefits this service provides:

- New features and functionality such as dial by name directories, integrated incoming fax, reach me, notify me, and web based preference management, improve staff and caller experience.
- No charge for system administration and no agency staff needed time to make standard programming changes.
- No charge for basic incoming fax (not for dedicated fax numbers or high volume faxes).
- Support for advanced applications such as notify me, which allow users to be remotely notified of voice mail messages, and reach me, which extends calls to subscribers on an alternate telephone prior to sending the caller to voice mail.
- Geographic redundancy system design, to improve system reliability.
- System maintenance that includes regular upgrades to keep the system at current software and firmware versions.
- 24 x 7 remote monitoring of core and remote site equipment.
- One touch access to system wide voice mail message retrieval and mailbox.
- Capability to forward and reply to voice mail messages to and from any user on the system even across agencies.

The EVMS service is built on an Avaya Aura Messaging platform, with its control infrastructure distributed across the ITS Data Centers in Raleigh and Forest City. Avaya Aura Messaging is Linux based, and runs on a series of servers and gateways that are integrated into an Avaya Session Manager. This system uses SIP (Session Initiated Protocol) standards, and is distributed across a highly available multi-protocol IP network.

 No equipment is needed at the customer site. All equipment is hosted at ITS facilities.