



# Modern Dedicated Cloud Will Power the Future of Work in Government Organizations

Making the Right Choice in Cloud Unified Communications, Collaboration, and Contact Center Solutions

**AVAYA**

FROST & SULLIVAN EXECUTIVE BRIEF

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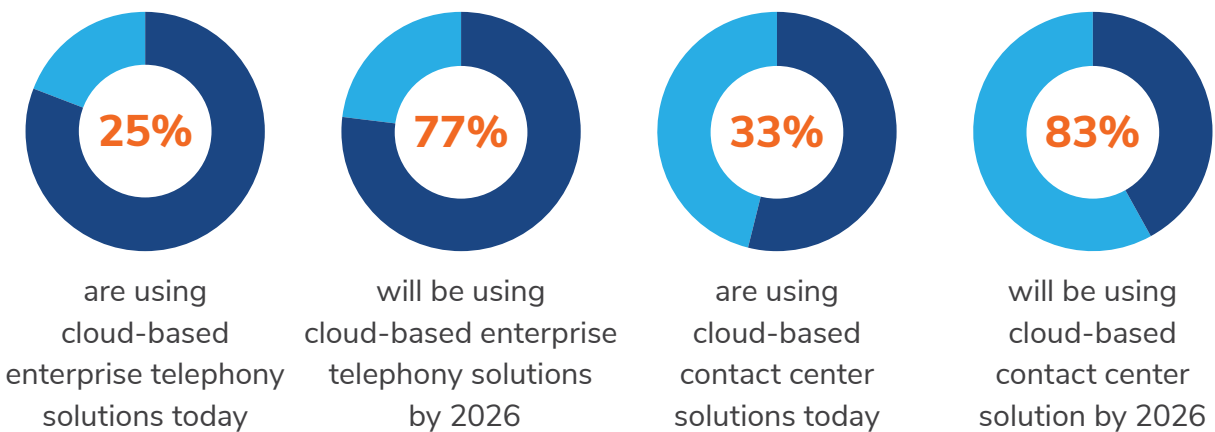




# Introduction

Cloud services are proving the way forward for many organizations across industries and popular business workloads (e.g., email, resource planning, and file sharing and storage) have already migrated to the cloud. Cloud deployments have a solid track record of scalability, high performance, reliability, accessibility for use, and manageability from anywhere. Owing to these merits, organizations of all sizes and industries are moving their mission-critical communications and contact center solutions to the cloud to gain these benefits.

Frost & Sullivan’s 2023 Information Technology (IT) Decision Makers’ Outlook report surveyed several thousand IT decision-makers. Those representing government organizations responded that:



These significant adoption rates align with Federal Cloud Smart initiatives that make cloud deployment imperative for government agencies. However, one size does not fit all.

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**When identifying the best fit for government agency requirements, we must consider the differences in cloud solution deployment and consumption models.**

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This executive brief provides an overview of cloud communications and contact center options to help government agencies address changing regulatory mandates, employee work styles, and the public’s evolving interaction preferences more effectively.



# Cloud Communications Adoption Is Rising

It has become clear that monolithic hardware-centric communications architectures cannot support capabilities that government agencies require today. Important financial, operational, and functional benefits to be gained from cloud communications and contact center solutions are driving adoption.



## Financial

- Operational expenditure (OPEX) technology consumption models reduce upfront investment requirements customarily associated with premises-based solutions.
- Subscription services eliminate unexpected repair and maintenance expenses and enable predictable monthly invoicing.
- Cloud services provide access to more powerful, lower-cost media processing.
- Leading cloud solutions offer peace of mind through financially backed service-level agreements (SLAs).



## Operational

- Complex operations are outsourced to an expert provider, allowing internal support staff to be re-allocated to other tasks and projects.
- Routine monitoring, management, and moves, adds, changes, and deletes (MACDs) can be performed via web-based administration utilities from anywhere, at any time.
- Capacity can be scaled up or down rapidly to satisfy seasonal and cyclical demand fluctuations.
- Multiple points of redundancy bolster continuity measures.



## Functional

- Modern capabilities address today's communications needs and preferences beyond basic voice.
- Cloud computing architectures power processor-intensive applications (e.g., conferencing, video calling, and analytics).
- Cloud solutions seamlessly deliver a constant flow of security features and other software updates.
- Integrated communications, collaboration, and contact center on the same cloud platform enable improved user and IT administrator experiences.



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The proven advantages are driving increased demand, compelling a broad range of cloud service options to become available in the market.

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Some government agencies are hesitant to migrate their communications and contact center stack to the cloud because of factors such as a potentially overwhelming selection of options, pre-existing security and compliance concerns, requirements for asset preservation, and possible workflow disruptions. These concerns highlight why standard public cloud offerings may not be the right fit for government organizations.





## Finding the Best Fit

Several popular types of cloud communications and contact center infrastructure are already well established.

- **Public cloud services** typically rely on multi-tenant platforms with multiple end-user organizations sharing hardware, data storage, and other components. Public cloud services can address the basic needs of many organizations by offering a framework to support standard workloads and architectures with a pre-defined set of integrations.
- **Dedicated cloud solutions** provide flexible options and may dedicate an entire hardware and software infrastructure to a single end-user organization. Each customer organization leverages a dedicated server software instance, data storage, and other vital elements that it does not have to share among multiple subscriber organizations. An end-user organization or service provider can host multi-instance or fully dedicated platforms in any location.

The adoption of public and dedicated cloud communications and contact center solutions is increasing, yet both address a different set of requirements and use cases. For specific security and regulatory requirements, these two types of solutions are not interchangeable.

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Government technology investment decision-makers must deploy the technology that matches their organization's current and future needs.

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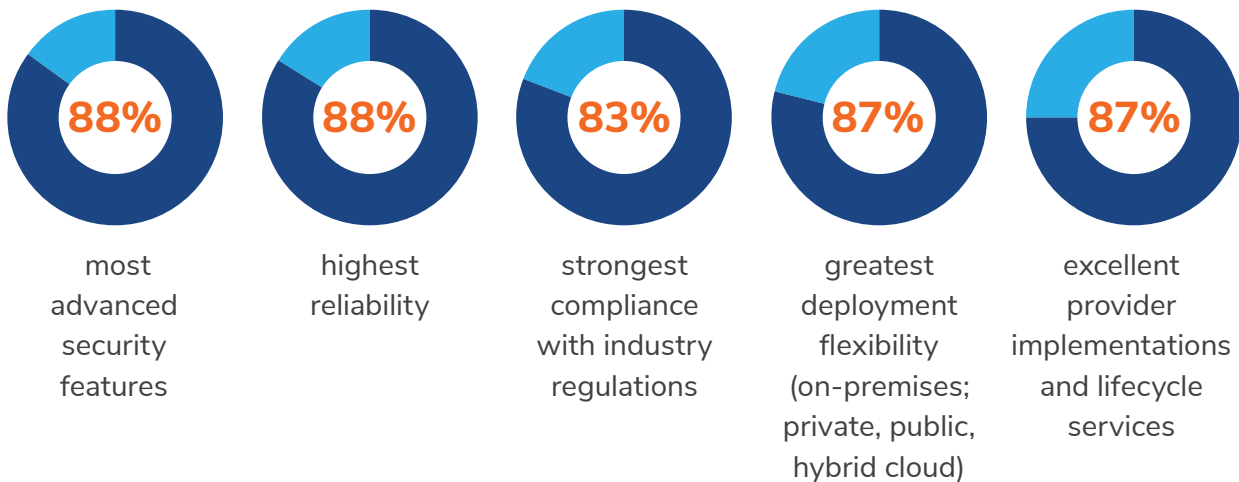


# The Business Case for Government Dedicated Cloud

Organizations in highly regulated industries, including the government sector, strongly prefer dedicated cloud over public cloud options. This preference stems mainly from the significant customization, security, and manageability opportunities that dedicated cloud capabilities provide.

## Unique Needs and Requirements

In Frost & Sullivan's 2023 IT decision maker survey, government respondents expressed preferences to prioritize their cloud communications solutions investments on the following:



## Security and Compliance

In a dedicated cloud, data from an organization's deployment does not co-mingle with others, enhancing ongoing security and compliance capabilities, and making data migrations from on-premises to dedicated cloud solutions less complex and lower risk from a security standpoint. While maintenance, upgrades, and service faults in multi-tenant public clouds inherently impact the shared server system in public cloud architectures, each dedicated cloud instance can be updated or serviced independently, at scheduled times convenient to the agency and provider. Fully replicated, geographically separate systems with automatic fail-over drive dedicated cloud's superior service availability. Agencies can specify use of only US data centers for data governance, reduced traffic latency, and high-performance processing in dedicated cloud deployments.



Dedicated cloud services designed for certain industries, such as the government, can extend more robust capabilities to satisfy vertical-specific requirements than general-purpose horizontal solutions. Certifications essential to government agencies, such as FedRAMP, SOC 2-3 Type II, HIPAA/HITECH, ISO 27001, IRS 1075, and HSPD-12, that are not consistently required in other industries can be supported in the dedicated cloud. This can be delivered as part of reference designs or through composability, making it easier, faster, and less expensive to maintain compliance.

## Hybrid Migration

With some dedicated clouds, agencies can migrate from premises-based to cloud infrastructure that can be tailored to unique requirements. For example, when utilizing common-code solutions from the same provider of both on-premises and dedicated cloud solutions, hybrid deployments can be created with some sites, users, and applications leveraging the two infrastructures that are integrated to deliver unified user databases, network-wide extension dialing, a consistent security framework, consolidated provider support, and other capabilities.

Phased migrations from on-premises deployments to dedicated cloud allow the preservation of existing integrations and workflows, reducing user and administrator training, further amortizing existing capital expenditures (CAPEX) assets, re-using assets (e.g., phones, gateways, and user licenses), and reducing costs.

## Powerful Capabilities

The flexibility of dedicated cloud solutions empowers agencies to implement the applications necessary to support and enhance their operations and workflows, including integrations with 3rd-party platforms (e.g., enterprise resource planning, help desk, and field service management) and deploying the modern communications tools that evolving work styles require. Personalized dedicated cloud-based solutions support in-office use, secure work-from-home or anywhere access to feature-rich call control, messaging, presence management, conferencing, and collaboration with a universal user interface with a single sign-on (SSO) across applications and multiple devices.

When choosing a dedicated cloud solution, agencies also gain the ability to communicate and collaborate in ways that the people of the community increasingly expect and require. Informational or crisis broadcast messages can be delivered as scheduled or as needed over multiple channels.

Cloud-powered contact center solutions modernize interactions through:

- enterprise-grade automatic call distribution (ACD)
- multiple self-service channels spanning interactive voice response (IVR), chat bots, and portals





- multiple agent-assisted channels including voice, video, email, fax, and chat
- robust agent tools such as screen pop, instant messaging, presence management, notepad, co-browsing, recording, reporting, and analytics
- supportive supervisor tools including coaching, dashboards, and analytics reports

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**Dedicated cloud communications and contact center services lower government organizations' barriers to implementing secure, modern, and effective communications within teams and departments, between agencies, and for communications with the public during daily interactions or uncertain times of crisis.**

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## The Last Word

Cloud migration is no longer a question for government agencies—it is a mission-critical requirement. Agencies' cloud strategies must align with Federal Cloud Smart guidance. Your organization can reap the advantages of cloud communications without the compromises of public cloud environments. Look for dedicated solutions that are: developed specifically for your organization's financial, operational, and functional requirements; are flexible to deploy and consume; and comply with FedRAMP and other key certifications.

Dedicated cloud migration is not an all-or-nothing proposition. You can protect and add value to existing investments leveraging cloud-based media processing to deliver the latest communications, collaboration, and contact center applications to support your modern workforce and the public's preferred means of interaction.

Agencies considering dedicated cloud solutions must carefully evaluate solutions and providers to ensure their investments will deliver the highest long-term return with a complete communications stack.

Avaya Government Cloud (AGC) is a compliant and secure all-in-one solution designed to help government agencies create effortless constituent and employee experiences that matter. It offers a FedRAMP authorized dedicated cloud architecture with contact center (CC) capabilities for a high-capacity call center, and an extensive set of unified communications (UC) features for employee meeting, calling, messaging, and mobility.

Avaya provides and manages all the infrastructure and software and ensures ongoing management and updates for a customer to effortlessly use modern cloud technology that is always up to date and ready for everyday and mission-critical communication needs. Ensuring complete compliance with rigid regulatory requirements, Avaya Government Cloud offers a safe, compliant, and effortless dedicated cloud communications service with pre-defined data centers strategically located in the US.

To learn more about how to ensure your compliance and functionality requirements can be continuously supported in a future-proof US-based dedicated cloud, visit [avaya.com/en/enterprise-cloud](https://www.avaya.com/en/enterprise-cloud).

## ABOUT AVAYA

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping the future of customer experiences, with innovation and partnerships that deliver game-changing business benefits. Our communications solutions power immersive, personalized, and memorable customer experiences to help organizations achieve their strategic ambitions and desired outcomes. Together, we are committed to helping grow your business by delivering Experiences That Matter. Learn more at [www.avaya.com/enterprise](https://www.avaya.com/enterprise).

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