

# U.S. Government Goes Virtual for Obama Administration

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Across the nation, government agencies are being transformed by the new administration in an effort to increase efficiencies and modernize government communication. The convenience, scalability, and reliability of virtual telephony services made them an easy choice for meeting the mandates of a new administration. Senior White House IT official, Karen Evans, drove this point home while speaking at the Saas/GOV 2008 conference when she said, “We have to start shutting down some of our legacy systems. We really have to move to a ... service-oriented market.”

FEMA signed up with VoiceNation to acquire a number that could provide emergency instructions for staff and volunteers during natural disasters and national crises. “VoiceNation’s technology delivers a single location outside of a terrorist or natural disaster event area where our team can call for information and guidance. We will be able to contact regional personnel and have them report to a specific location much faster”, states FEMA’s telecommunications specialist. This virtual pbx solution, allowing FEMA to handle high volume calls, provides a service that is both inexpensive and effective.

The U.S. Coast Guard uses VoiceNation for a number of different programs. They are thrilled that at any time they can change their greetings, settings, and capabilities to advertise the number for a different use. Flotilla Vice-Commander, Phil Mammano, happily reports, “One of the greatest benefits to us is the fact that the number is not trapped in a building or an individual cell phone”, and continues by saying, “In the past we have had to change the flotilla phone number each year so that the right officer would get the flotilla’s calls. This meant that any printed materials would potentially be obsolete every December 31st at midnight. Now we can just pass the number right along to the next administration each year with no hassle!”

By cutting telecommunication costs and increasing government efficiency, Virtual Telephony is playing a vital role in helping agencies answer President Obama’s inauguration request. The administration understands that the widespread adoption of these innovative technologies will not only cut costs but save jobs.