

*Delegata*<sup>®</sup>

SOLUTIONS WITHOUT BORDERS

# Telecom Convergence

Delegata's philosophy is simple:  
build feasible solutions, standards,  
and methods.

## Description

State and Local governments are challenged to provide widespread access to government services, show a single face to government, and increase public/private sector cooperation. Blending these often incongruous goals, eGovernment initiatives continue laying the groundwork for improved access that is unified across multiple agencies. Increasing public demand for online information and service access presents government organizations with an ideal opportunity to implement an electronically-based network. Adopting the right approach and solutions are the keys to continued growth and service excellence.

## The Approach

At Delegata, our solutions begin with you. Enterprises typically have various data networks that labor in virtual isolation. Internet Protocol (IP) is emerging as the universal switching platform, consolidating data, voice, and video while providing economic and operational efficiencies. Delegata's philosophy is simple: create the solutions that include our clients through comprehensive knowledge transfer; build feasible policies, standards, and methods; and only implement the technology that achieves the highest levels of performance in the most cost-effective manner.

## The Solution

Implementing IP offers significant gains in bandwidth efficiency, lower overall capacity requirements, ease of management and the ability to rapidly implement new applications. To achieve these benefits, Delegata employed our Multi-service Convergence Solution (MCS). In addition to improving services through a converged IP infrastructure, MCS offers a simple, integrated interface that consistently presents information across multiple media channels. This results in a superior customer experience and increased employee productivity.

## The Benefits

Implementing MCS lowers both capital and operational expenditures. It provides:

- Sustained reliability and scalability
- Optimal resource planning
- Superior customer service efficiency
- Increased employee productivity
- Fewer recurring maintenance and operation costs
- Better network monitoring and control
- Better return on project investments

## About Us

Delegata is a premier consulting and systems integration firm specializing in eBusiness Solutions, Project Management, Application Development, Process Alignment, Technology Migration, Planning and Analysis. Our customer-centric solutions establish the architectural frameworks that support seamless transitions from existing to new technologies while leveraging current investments. Utilizing strong industry acumen and our configurable Diamond® Methodology, Delegata begins with client business objectives, aligns technology components, and delivers tightly integrated total solutions tailored to our clients' unique environments.

## Contact Us

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