

Cofinanciado por:



## Project n.º 12646 – Support in the framework of the incentives system

Operation Code: POCI-02-0550-FEDER-012646

### ICP MFA – Interoperability and Communication Platform of the MFA

#### ▪ Axis 4 – I-2020: Voice and Communication Infrastructures in Horizon 2020

The MFA pretends to modernize its voice infrastructure, which is currently based on analogue technology, as well as ensuring the interconnection between the various internal and external services (embassies, mission, consulate) by making a commitment in modern technology based on IP Voice (VoIP).

#### ▪ Axis 4 Investment Framework

N.º	Designation	Eligible total cost	EU financial support	National public financial support	Sum already spent
21	Modernisation of the voice infrastructure of the MFA	630.400,00 €	359.012,80 €	271.387,20 €	-
	TOTAL	630.400,00 €	359.012,80 €	271.387,20 €	-

### Summary of the Activities

The MFA pretends to modernize its voice infrastructure, which is currently based on analogue technology and is quite obsolete. The current infrastructure supports the local voice service in each of the MFA locations and ensures the interconnection between the various internal and external services (embassies, missions, consulates).

The investment in modern technology based on IP Voice (VoIP) will allow the MFA to benefit from the vast data network that it already has – which also encompasses embassies, missions and consulates – and from what the VoIP technology has to offer. With this technology, the MFA can benefit from optimization of costs, advanced features for the user, flexibility of the IP architecture (i.e. performance, resilience and high availability) and security capabilities.

This will also make it possible to expand the voice feature with the latest trends on communication (instant messaging, voice call, IVR, etc) in a single aggregation platform.