

ITEM No ...8...

REPORT TO: POLICY AND RESOURCES COMMITTEE - 3 JUNE 2019

REPORT ON: COUNCIL TELEPHONY UPGRADE

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 203-2019

1.0 PURPOSE OF REPORT

1.1 To recommend the upgrade of the Council's telephone system.

2.0 RECOMMENDATIONS

2.1 The Committee is asked to approve the following:-

- Agree to upgrade the Councils telephony system.
- Remit the Executive Director of Corporate Services to engage with Capita as the partner to upgrade the Councils telephony system procured through the SWAN Value Add Services framework.

3.0 FINANCIAL IMPLICATIONS

3.1 The cost of the telephony upgrade is estimated to be £150k and will be met from the Council's 19/20 capital budget for Purchase of Computer Equipment.

3.2 Annual maintenance costs for the telephone system is £134k this will reduce in a full year by £3k once the upgrade work is completed.

4.0 MAIN TEXT

4.1 Dundee City Council currently has an Avaya enterprise telephony platform that provides telephone extensions, voicemail, audio conferencing, contact centre, call recording and call handling functions across all Council offices, schools, libraries and sports centres. The telephony system has over 5,000 extensions and enables the operation of 5 customer facing contact centres staffed by up to 250 agents who handle in excess of 200,000 incoming calls per annum.

4.2 The Avaya telephony platform is a critical service for citizens communicating with the Council and for the day to day operation of Council business. To ensure that a robust and reliable service can be maintained in the future, the hardware providing this platform needs to be replaced.

4.3 The current version of software that the Council is running has reached its end of life. This will mean that the software will not have regular updates which could impact on services.

4.4 The Council's investment in the licenses and software for this platform is protected with the software assurance that is paid annually. This helps to reduce the cost of the upgrade because the latest release of the software is available to the Council at no additional cost.

4.5 Investigation was carried out of alternatives to the upgrade. It was felt that none of these options provided best value and would be much more disruptive to services. To deploy a cloud based solution at this time would incur a large increase in revenue costs. There would also be capital expense to support the migration across to a new platform and costs for training agents to use a new contact centre system.

- 4.6 To move to a telephone platform from a different manufacturer, there would be a larger capital cost for the purchase of new licenses as well as the hardware and software to operate the system. This would also incur more disruption to the service and training for the contact centre agents.
- 4.7 The upgrade of the telephone system will also provide some benefits to the Council in new functionality and efficiencies in the platform. It will allow the hardware infrastructure to be consolidated and reduce the overall running cost of the system.
- 4.8 The current maintenance supplier for the telephone system is Capita IT Services. Capita are the framework supplier for the Scottish Wide Area Network (SWAN). The Council are members of SWAN and will engage Capita through this framework to provide the services for the upgrade and ongoing maintenance.

5.0 POLICY IMPLICATIONS

- 5.1 This report has been subject to an assessment of any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. There are no major issues.

6.0 CONSULTATIONS

- 6.1 The Council Management Team were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

- 7.1 None

GREGORY COLGAN
EXECUTIVE DIRECTOR OF CORPORATE SERVICES

15 MAY 2019