

Bolsover

Executive

January 2017

Telephony and Contact Centre Management Software

Report of the ICT Manager

This report is public

Purpose of the Report

- To advise Executive of the position concerning the current telephony and contact centre telephony management solutions
- To review options and seek approval to proceed with the recommended option

1 Report Details

- 1.1 The current telephony and Contact Centre telephony Management (CCM) solution was procured and implemented as part of Project Horizon in 2012. The 5 year term of the agreement ends in September 2017. The telephony solution is used by BDC staff and joint workers. The CCM is used by the Contact Centres and Revenues and Benefits for call queue management and reporting.
- 1.2 In 2015 the current supplier announced that the current solution would no longer be supported and maintained after September 2017 and all customers would need to migrate to a different solution in advance of the end of support date. In addition to this, clients are unable to expand the system after September 2016 as new licenses are no longer on sale.
- 1.3 Having discussed with the current provider the option to migrate to a new product the view was taken that it would be more appropriate to consider the full range of options that are available to the Council. The three main options that have been considered were :
 - Remaining with the current supplier and being moved to a new solution.
 - Adopting the MITEL solution currently utilised by our Strategic Alliance partner, with both parties moving to the MITEL CCM solution for managing the Contact Centres.
 - Moving to a cloud based solution.

- 1.4 Having considered the Strategic Options that are open to the Council including visits to customer reference sites and consultation with internal stakeholders the option evaluation concluded that the MITEL solution was that which best meets the needs of the Council while providing the most cost effective option. In order to procure the software and equipment proposed within this report Officers are recommending that the Council approve the direct award via Crown Commercial Services, Framework RM1045, Lot 10 for 'Unified Communications' to NG Bailey Limited.

2 Conclusions and Reasons for Recommendation

- 2.1 Any decision on future telephony and CCM telephony solution need to consider future opportunities for agile working, possible future joint service arrangements and reducing costs through rationalisation of systems. The evaluation that has been undertaken has concluded that the MITEL solution best met the current and future service requirements of Bolsover District Council. While there will be additional one off acquisition and installation costs, once these costs have been met the revenue costs are in line with those of the current system.
- 2.2 The full 'Unified Communications' functionality which the recommended system will provide includes the following features:
- 'presence' information
 - Common number for joint workers across the Strategic Alliance, reducing overall license commitment and improving accessibility
 - Hot desking, only partially implemented at BDC with current solution
 - 'soft phone', providing telephony access for laptop users at any internet connected site or at home
 - Multiple device – single click for calls to direct to mobile or handset
 - Council mobile devices can act as handsets within Council WiFi areas
- 2.3 There will be a variable element to the cost in relation to the number of standard handsets deployed as some staff will make use of Council smartphones or headsets. It is recommended that we proceed on the basis that:
- Laptop users have the option to be provided with headsets and utilise software based telephony via their laptop
 - Staff with a fixed desktop PC will be provided the option of headsets and utilise software based telephony via their PC or a standard handset.
 - Staff with a Council provided smartphone that do not fall into the above categories will use the features of the 'unified communications software' and have calls redirected to their mobile phone. This option will also be available to laptop and fixed desktop users who have council smartphones as an alternative to headsets.
 - Staff who 'hot desk' or use VDI are provided with a standard handset
 - Refurbished handsets are procured delivering a saving of over £4,000 over 'new' products.

A degree of flexibility concerning the above will be required dependent on individual needs.

3 Consultation and Equality Impact

- 3.1 Consultation has been undertaken with the Contact Centre Managers and Revenues & Benefits Managers.
- 3.2 An Equality Impact Assessment is being undertaken and procurement will be dependent on a satisfactory outcome.
- 3.3 A Privacy Impact Assessment will be undertaken for the MITEL CCM solution and procurement will be dependent on a satisfactory outcome.

4 Alternative Options and Reasons for Rejection

- 4.1 The current recommendations are based upon an evaluation concerning three different strategic approaches to meeting our requirements for Telephony and Contact Centre management software. The first option was to take up the offer from the current provider and migrate to their recommended solution. Although this was the cheapest option it is rejected due to the product suite not being considered to be appropriate to meeting the current and future needs of the Council.
- 4.2 Move to a Cloud based telephony and CCM solution. A number of market leading solutions were looked at however none delivered the level of functionality currently in use at BDC and a move to one of these solutions would be seen to be a retrograde step that would adversely impact efficiency and performance. Revenue costs for cloud based telephony and CCM solutions were also found to be significantly higher than the current or proposed solutions.
- 4.3 Migrate to the MITEL telephony solution and the MacFarlane CCM. This has been discounted for a number of reasons:
 - Minimal development of the MacFarlane solution has taken place and concerns over the future of the product
 - The MacFarlane solution is not SIP (Internet based telephony) compliant which would lead to increased call costs.
- 4.4 Migrate to the MITEL telephony solution and adopt a CCM cloud based solution. This has been rejected as the market leading cloud based solutions do not offer the levels of functionality that the MITEL solution does and would adversely impact on efficiency and performance. In addition cloud based solutions significantly increase our annual revenue costs.
- 4.5 The MITEL telephony and MITEL CCM solution is procured for BDC but the full unified communication suite is not procured. If we only procure the option that provides hot desking and access to the softphone for existing joint workers, home workers and staff who currently hotdesk then this would lead to a reduction in 'one of' costs of £4,752 at BDC. At BDC 121 staff currently are assigned as 'hot desk' workers with around 30 consistently using this feature however 100 staff have been identified as candidates for softphone (smartphone users). There are 76 joint workers in the Strategic Alliance (excluding ICT) who would require this for either phone hot desking or to use Council smartphones.

This option is not recommended as it does not position us to progress the aim to provide more agile working as set out in the recently approved client ICT strategy. The current prices are heavily discounted (30%) and it is unlikely these discount levels would be available for future ad hoc purchases.

5 Implications

5.1 Finance and Risk Implications

5.1.1 While the Council has no option other than to upgrade its telephony and CCM solution a significant investment of up to £47,292 is required to implement the preferred MITEL solution. Additional funds are required to procure handsets and head sets and will be between £15,400 and £22,400. The costs of the proposed solution have been minimised by the utilisation of soft phones and headsets or Council smartphones rather than move to full handset replacement. Refurbished handsets will be procured where required. The evaluation has concluded that the proposed solution is the most cost effective available to meet the Council's Telephony and Contact Centre management requirements. By enabling the adoption of more productive working methods it will facilitate the delivery of the Council's Transformation Programme thus delivering on going cost savings with which to offset the initial costs of implementation. The one off costs associated with the introduction of the replacement system will be met from the Transformation Reserve.

5.1.2 Given that the Council's telephony and CCM software are an integral part of our operational arrangements it is crucial that the management of the transition to a new system is handled effectively. In line with established arrangements officers will develop a project risk register in order to identify and agree mitigation in respect of key risks.

5.2 Legal Implications including Data Protection

5.2.1 Currently contact centre and Revenues & Benefits call recording for agents is switched off due to Data Protection concerns as the system cannot differentiate between agents and calls transferred to staff. This results in a valuable training option being withheld and to assist with complaints. With the MITEL solution call recording functionality is limited to calls taken by the Contact Centre Agents and ceases if a call is transferred.

5.2.2 Whilst satisfying one of the controls, the move to the MITEL solution does not satisfy requirements for the payment cards industry PCI-DSS 3.1 compliance. Officers will continue to explore options to enable full compliance at the earliest opportunity.

5.3 Human Resources Implications

Significant resource will be required from ICT and from the key users of the system to implement the new solution. It is anticipated that this will be achieved from within

existing resources. Vendor support in migration and configuration is included in the costs.

6 **Recommendations**

- 6.1 That Executive approves the deployment of the MITEL Unified Communications telephony solution and MITEL CCM.
- 6.2 That Executive approves the expenditure on replacement telephony and CCM software at a cost of up to £70,000, with funding from the Transformation Reserve.
- 6.3 That Executive supports the recommended deployment criteria laid out in section 2.3 to minimise costs of handsets procurement.
- 6.4 That Executive approve the direct award via Crown Commercial Services, Framework RM1045, Lot 10 for 'Unified Communications' to NGBailey Limited.

7 **Decision Information**

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
District Wards Affected	None
Links to Corporate Plan priorities or Policy Framework	Yes

8 **Document Information**

Appendix No	Title
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
An evaluation has been undertaken of all options considered within this report. This evaluation is supported by detailed working papers.	
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