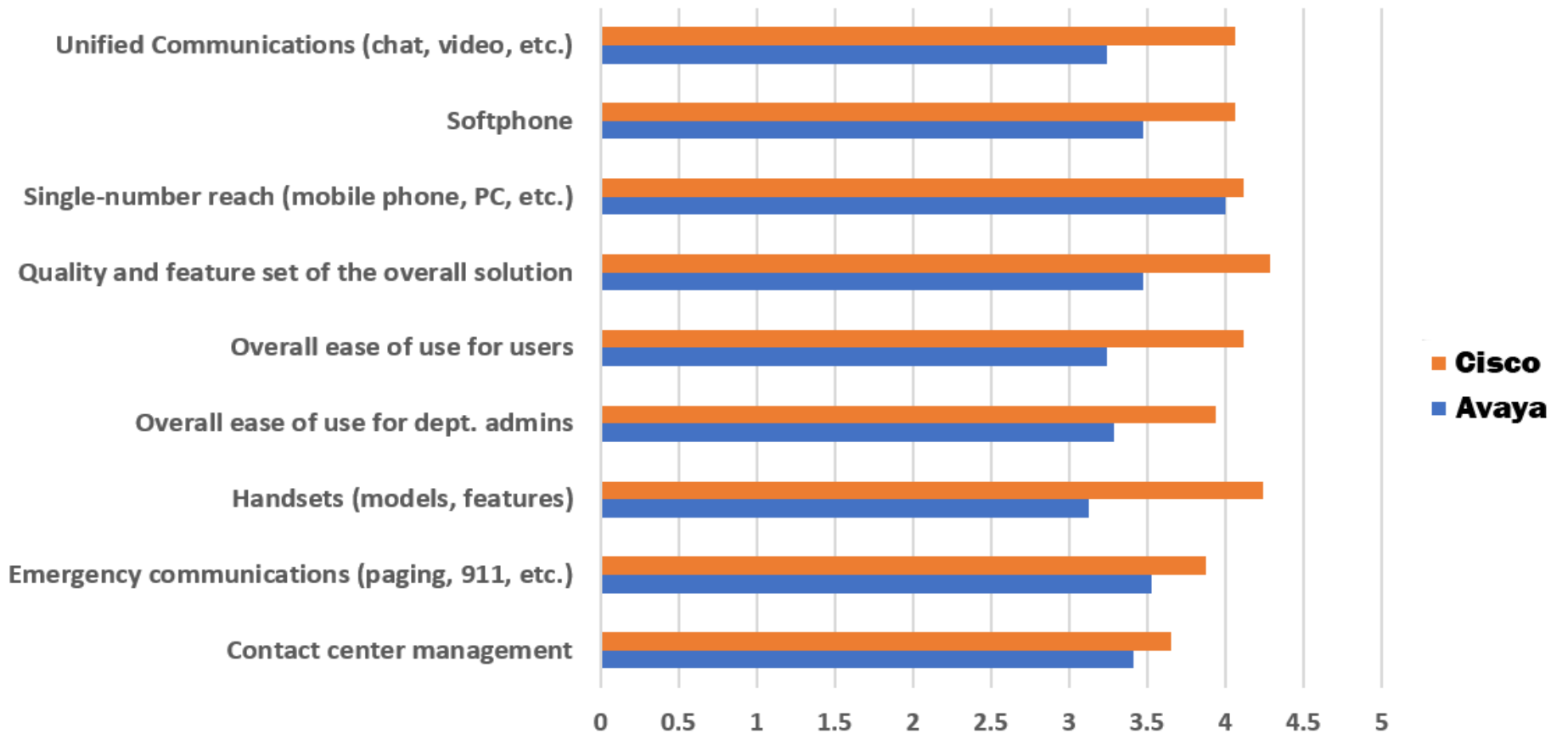# Unified Communications System Project

Background

- Legacy system in place
- Upgrade funded by 2013 & 2014 Capital Project Funds
- Evaluated upgrade vs replacement
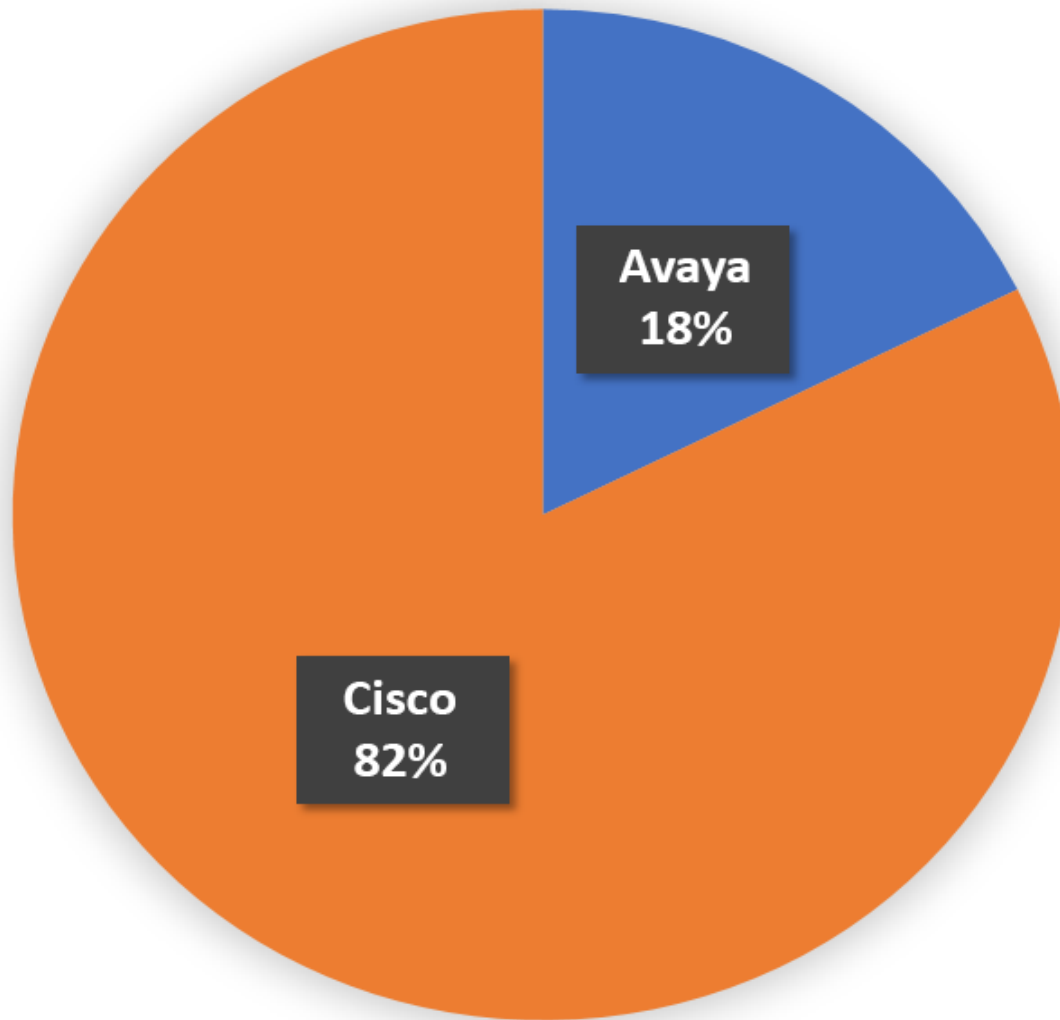- Narrowed to two vendors
  - Avaya – with Arrow
  - Cisco – with Presidio

Departments assisting with evaluation

- County Attorney
- County Auditor
- County Clerk
- County Judge
- CSCD
- District Attorney
- Elections

- Emergency Communications
- EMS
- JP 3
- Juvenile
- Purchasing
- Tax
- Technology Services

Evaluation Team Scores

Team Eval - "Best Fit for the County"

Cisco and Presidio

800+ State and Local Government Entities Nationwide
Presidio Local Cisco Telephony Government References:

- City of Round Rock
- City of Georgetown
- Travis County
- Bastrop County
- Bexar County
- LCRA
- TxDOT
- Texas Comptroller

- Texas DPS
- Texas DMV
- Round Rock ISD
- Austin ISD
- Leander ISD
- Eanes ISD
- Austin Community College

Cisco/Presidio Solution

Initial hardware & software cost	$	661,778
Implementation Services	$	189,247
TOTAL INITIAL COST	**$**	**851,025**
Annual Maintenance (after year 1)	$	82,438
5-YEAR TCO	**$**	**1,242,667**

A Few Major New Features

- New way to connect to telco – SIP
  - Could save 2/3 of our bill annually
- Unified Communications
  - Voice – including call center features
  - Instant messaging (chat) with Skype and with call center
  - Presence information (away/busy/free)
  - Single number reach (simultaneous ring)
  - Video calling
  - Unified messaging (integrated voicemail, e-mail, and fax)

Work to be done

▶ Planning and detailed build-outs

▶ Install new servers and configure "core"

▶ Install new telco connections (to run in parallel)

▶ Roll out new handsets department by department (nearly 2000)

▶ Train!

▶ Substantial completion by Oct 1