Voice Over IP
and
Unified Communication
Enterprise Roll-out Update
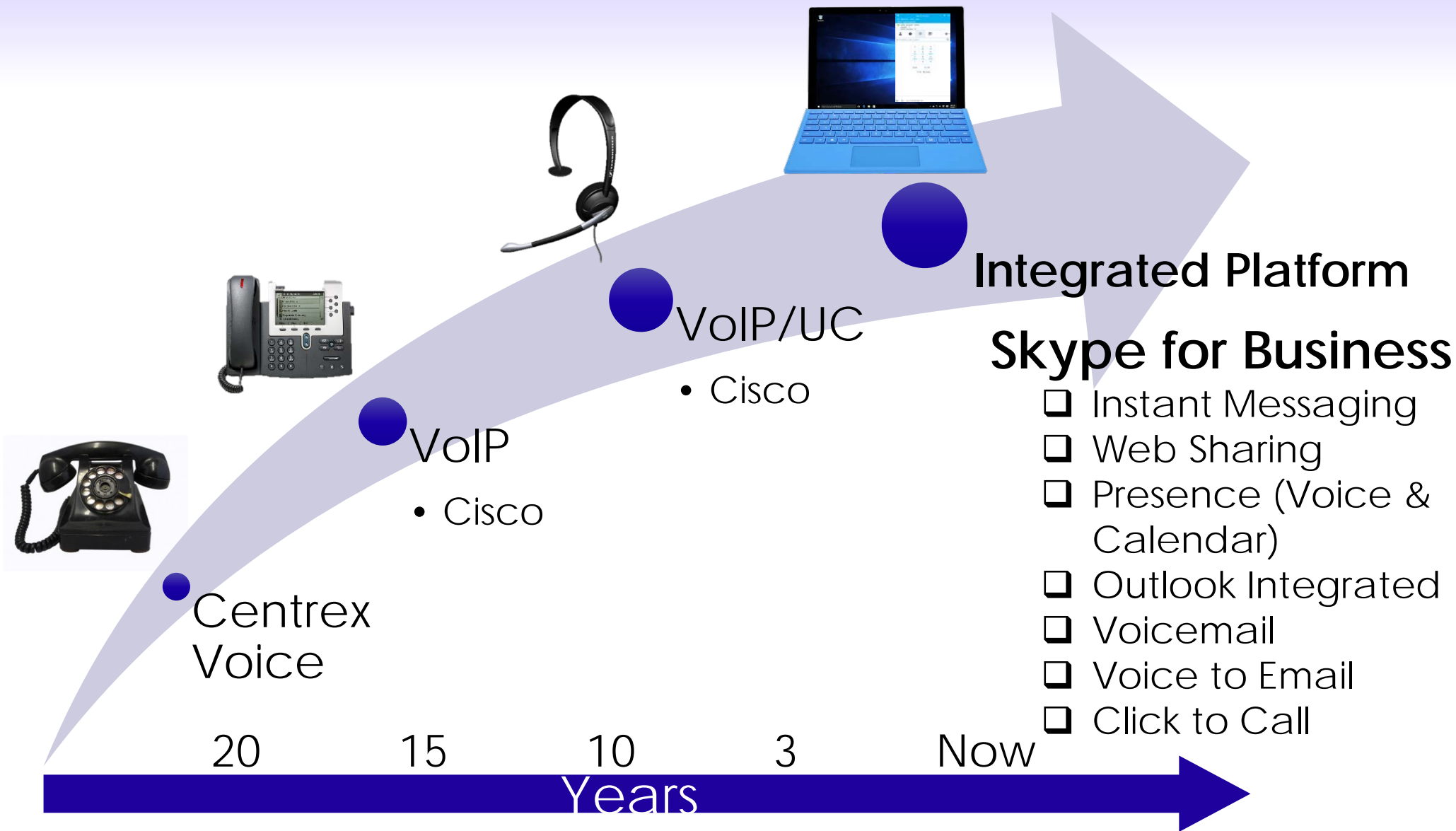
4-17-2017

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Discussion Agenda

❑ Quick Recap on AT&T Hosted Solution and Costs

❑ Agency planning sessions

❑ Update on progress

❑ Device Options and Purchases

❑ Next Steps

Re-Cap: Migration to Skype for Business

Integrated Platform

VoIP/UC
- Cisco

Skype for Business
- ❑ Instant Messaging
- ❑ Web Sharing
- ❑ Presence (Voice & Calendar)
- ❑ Outlook Integrated
- ❑ Voicemail
- ❑ Voice to Email
- ❑ Click to Call

VoIP
- Cisco

Centrex Voice

20   15   10   3   Now

Years

Cost Comparisons

Centrex

Ave. Monthly Centrex Costs	
Centrex Including Voicemail (Today)	**$15.74**
Centrex Including Voicemail (July 1st, 2017)	$16.74

$ = $

Ave. One-Time Costs Centrex	
Phone Installation	**$92.00**
Standard Phone	$52.00

Skype for Business

Monthly Costs Skype Options	
Option	Rate
1. AT&T Skype Including Voicemail	**$15.74**
2. AT&T Skype – Basic Phone No Voicemail	**$9.79**

One-Time Costs Skype		
Phone Activation		**$30.00**
Headset (wired)		**$36.00**
	OR	
Standard Phone		**$74.00**
	OR	
Advanced Phone		**$169.00**

One-Device Policy

*Savings: Reconnect charge, MAC, Long Distance

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Agency Planning Meetings

1) Review Capture Documents

- ✓ Billing Telephone Number commitments
- ✓ Agency Locations
- ✓ Identify People to Phone and Device Option
- ✓ Agency determines roll-out schedule

2) Question and Answers (softphone, Site Survey, ..)

3) Review VOIP Deployment Playbook and support documents

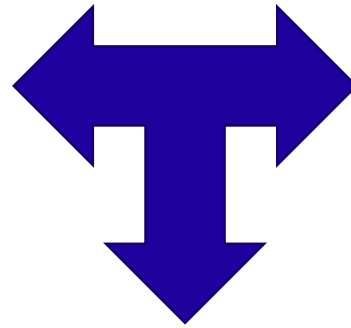4) Device Options and when to procure

5) Next step kick-off with AT&T Project Manager

Agency Rollout Process

AT&T Project Mgr
- ❑ PM Agency Rollout
- ❑ Step by Step mgt
- ❑ Phone Implementation
- ❑ Cut Over testing
- ❑ Conversion
- ❑ Support turn-over

Agency Admin Officer
- ❑ Comm to Dept
- ❑ Complete worksheets
- ❑ Coordinate device order
- ❑ Determine schedule
- ❑ Monitor AT&T progress

DET Program
- ❑ Develop Playbook
- ❑ Coordinate AT&T's Rollout Progress
- ❑ Enterprise Progress
- ❑ Upgrade LAN
- ❑ Incident Support

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Cost Discussion

❑ **Device Options: "one-device" policy**
- ✓ **Phone - (On Contract Now)**
  - ➢ Basic Phone - $74
  - ➢ Multi-line Phone - $169
  - ➢ Speaker - $99

- ✓ **Head Set (New Bid Ends 4-21)**
  - ➢ Basic (wired) - $36
  - ➢ Wireless - $131

- ✓ Conference Room - $1000 (or simple option: phone and speaker)

❑ **Worker Profiles** (which device?)

- ✓ **Managers** – desk phone, speaker and/or headset

- ✓ **Admin** – Multi-line phone

- ✓ Heads down **call center** – head set

- ✓ **Occasional** use / Multi user –desk phone

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Next Steps

❑ AT&T Contract – by March 15th – Complete!

❑ Agency Planning Meetings – Now

❑ Publish Communication Packet – released week of April 17th

❑ AT&T Project Manager Meetings – To Be Scheduled

❑ AT&T Skype for Business Data Center Build Out – by July 1st

❑ Agency Roll Out to start after AT&T data center complete

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