

Date: December 12, 2012

Project Name:

Modular Messaging upgrading to Unified Messaging

Description of project:

The County voice mail system (Avaya Modular Messaging) manufacturer support ended in Feb. 2011. What manufacturer support means is (Avaya) will no longer issue patches, fixes, and development work on the software. But Avaya still provides *hardware* support as long as hardware parts are available.

The last upgrade to our phone system including voice mail was completed in 2007 which consolidated multiple stand alone PBX's into a single server based platform.

Benefit to Winnebago County:

By moving to Unified Messaging we are eliminating hardware and software maintenance costs paid on the AVAYA MM. We are a strong, reliable Microsoft shop and have invested both time and money in the servers and client licenses. We would continue building on the Microsoft platform and enhance the services available to our users. We already have some of the CALS so we are saving money by adding to what we have. We'll be able to integrate with Active Directory for administering the users and allow us to look at other requests, such as bring your own device, for features we cannot implement now.

By providing voicemail and email integration, employees can access their voice messages faster, forward or store them like email - in general accomplishing more work in less time. Users will not have to contact IS to save a voicemail message. They can simply save them right from outlook without the need for IS intervention.

The only hardware we'd have to purchase is the gateway and T1 card. We'd use a virtual server to install the software and could recover very quickly without vendor intervention.

Detailed estimated project cost: - total cost approximately \$ 95000

Hardware: \$ 12,000 - Gateway and T1 card

Software: \$ 60,000 - of which, \$23000 is due to switching from device CAL to a user CAL. We will need to verify the software counts are correct prior to ordering, but this is the worst case scenario.

Install Costs: \$ 23,000

Annual costs - \$ 9,000 for support for assistance with any user related issues (saving of \$ 8,000 per year with the current configuration)

Person responsible for project: Gina Eiden

Department head approval: Patty Francour

Department committee of jurisdiction approval: Information Systems

Bid required? YES

If yes, attach copy:

We are working with a few vendors to get the information needed for a bid. At this point, we are unsure what professional services will be needed to configure our network. We believe much of it would be done in-house, but we are still implementing Exchange 2010.

If no, explain

Estimated completion date: Once bid is awarded, 90 days

IS Department head approval and comments:

Project must be reviewed by IS Committee every six months until completed.

Project must be reviewed by IS Committee one year after completion.

Attach additional detail and/or comments.

MM MAS Server statistics: 12/1/12 to 12/7/12.

Number of active subscribers (users): 778

The total number of INCOMING calls to all County extensions for this same time period was 19,999 of which 10,157 were answered by our Voice Mail System. See below for breakout of voicemail usage only from Dec 1 to Dec 7, 2012.

GENERAL CALL INFORMATION

<u>Number of Incoming Calls:</u>	10,157
<u>Number of Times Users Logged On:</u>	4,367
<u>Time All Ports Busy (seconds):</u>	0
<u>Time All Text-to-Speech Ports Busy (seconds):</u>	56
<u>Number of Successful Transfers to Fax Gateway:</u>	0
<u>Number of Failed Transfers to Fax Gateway:</u>	0

CALLERS ACTIONS

<u>Dialed Extension:</u>	295
<u>Defaulted to Assistance:</u>	0
<u>Dialed 0 for Assistance:</u>	243
<u>Left a Message for a Subscriber:</u>	5,391
<u>Pressed # to Logon:</u>	5,102
<u>Asked to Leave a Quick Message:</u>	0

INCOMING CALL SUMMARY

<u>Due to Busy:</u>	1,341
<u>Due to RNA:</u>	8,468
<u>Direct Calls:</u>	341
<u>Diverted Calls:</u>	0
<u>Unknown Calls:</u>	0

OUTGOING CALLS SUMMARY

<u>Number of Calls Placed That Were Not Answered:</u>	0
<u>Number of Calls Placed to Busy Extensions:</u>	0
<u>Number of Calls That Got Connected:</u>	0
<u>Total Number of Outgoing Calls Excluding Calls to Clients:</u>	0
<u>Number of Failed Outgoing Calls Excluding Calls to Clients:</u>	0
<u>Number of Connected Outgoing Calls Excluding Calls to Clients:</u>	0

MM MAS Server statistics: 12/1/12 to 12/7/12.

MESSAGE SUMMARY

<u>Busy:</u>	694
<u>RNA:</u>	4,697
<u>Direct:</u>	0
<u>Subscriber:</u>	5,391
<u>Quick Message:</u>	0
<u>Transfer to Mailbox:</u>	0

BASIC METRICS

12/7/2012

VMD-wide call and messaging statistics

GENERAL INFORMATION

<u>Total Incoming Calls:</u>	10,042
<u>Total Messages Processed:</u>	5,348
<u>Total Subscriber Logon (TUI) Attempts:</u>	5,084
<u>Total Subscriber Logon (TUI) Successes:</u>	4,353

ANALYSIS

<u>Percentage of Incoming Calls resulting in Messages:</u>	53.26%
<u>Subscriber Logons (TUI) as a percentage of Incoming Calls:</u>	43.35%
<u>Completed Logons (TUI) as a percentage of Logon Attempts:</u>	85.62%
<u>Percentage of Failed Logon Attempts:</u> (Client hanging up and system failures)	8.16%
<u>Percentage of Subscriber Logon Failures:</u> (Incorrect PW or Incorrect Mailbox #'s)	6.22%