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TO: Eric Hanson **DATE:** October 1, 2018
FROM: Paula Reeds **CC:**
RE: Mitel Voicemail Upgrade

The City's current Mitel NuPoint voicemail system is scheduled to enter its end-of-life stage in 2019. As part of this transition, Mitel is now offering a very aggressive licensing upgrade path for their customers but only through the end of this year (December 31st, 2018).

Tech Electronics, the City's Mitel telecommunications phone systems provider and servicing agent, prepared a proposal to upgrade the NuPoint voicemail system to the Mitel MiCollab system for \$9,985. This includes: license transfer, hardware, software, implementation, and training. In addition, the upgraded system will be covered under our existing Tech Electronics annual maintenance agreement (hardware, software, phones, help desk, and training).

Basically, Mitel is offering to transfer our existing voicemail licenses to the new product by waiving their new license fees. Should it be decided to wait until after the new year, the same configuration may cost in excess of \$35,000 because existing licenses will not qualify and new licenses will have to be purchased.

For 2018, the Police Department budgeted for a new telephone conversation recording system to replace the existing Eventide analog recording system. The Police Department has expressed interest in using the record-a-call feature in the Mitel systems which can store conversations and transfer information as needed. However, the existing voicemail system will have to be upgraded in order to use this feature properly. Thus, the funds for the Mitel MiCollab upgrade project would come from the 2018 Police budget as agreed by the Police Chief.

Certainly there is an obvious monetary advantage to upgrading this year, but there are also licensing features we could implement immediately such as Unified Messaging (convert voicemails to emails), Twinning, and Record-a-Call functionality.

Please let me know if you have any questions or comments concerning this project. The attached proposal is ready for signature.