



Commission Meeting

July 17, 2024

Contract with Logicalis

Department:	Information Technology
Presenter:	Reggie Horne, Deputy CIO
Caption:	Motion to approve Contract with Logicalis to migrate Cisco UCCX to Webex Contact Center. (No quorum July 9, 2024 meeting)
Background:	Cisco Unified Contact Center Express (UCCX) is the Call Center software supported and maintained by the Information Technology Department that allows multiple City Departments to provide public-facing customer service through Call Centers and Interactive Voice Response technologies. Among the Departments and Offices using this technology are the 311 Department, the Utilities Department, the Information Technology Department, and the Tax Commissioner's Office.
Analysis:	The current version of UCCX is in need of an upgrade that will include a migration to the cloud in order to support the ongoing processes of these Departments as well as to keep up with the ever-changing pace of technological development within this specialized system environment. This cloud migration will result in a better user experience for the Departments/Offices utilizing this technology as well as for the Citizens of Augusta.
Financial Impact:	The one-time cost for this migration is \$36,451.00
Alternatives:	N/A
Recommendation:	Approve Contract with Logicalis to migrate Cisco UCCX to Webex Contact Center
Funds are available in the following accounts:	GL 328012110-5213119 / JL 212925102-5213119
<u>REVIEWED AND APPROVED BY:</u>	N/A