

STAFF REPORT



SUBJECT: Acquisition of new Phone system

DEPARTMENT: Information Technology

STAFF CONTACT: James Wiley

RECOMMENDATION:

Staff recommends the acquisition of the cloud based GoTo Phone system to replace the aging on premise Mitel system.

BACKGROUND:

The Mitel system has already reached end of life and will reach end of support in June 2023.

FISCAL IMPACT SUMMARY:

The current support cost for the Mitel system is approximately \$5,800/year. The initial cost of GoTo Phone will be \$7,715.50 and the monthly, ongoing cost will be \$1,544.40/month. \$10,000 was included in the FY22-23 adopted budget. The difference in cost can be absorbed in the regular IT budget.

ALTERNATIVES

Continue to use the old, non supported Mitel system and hope it doesn't stop working.