



Illinois Heartland Library System

TO: IHLS Board of Directors
FROM: Leslie Bednar
DATE: March 12, 2021
RE: New Phone System

Background

It has become apparent that our current telephone system, purchased in April 2014, has not been able to serve the needs of IHLS through the demands of the last year. Simple functions like emailing voicemails, forwarding calls to cell phones, and being unable to transfer a call remotely have driven us to look for alternatives.

Resolution

Also in the last year, IHLS staff have become more fluent in the use of Microsoft Teams to do all our daily communication. This software on the surface is a chat client for individuals and teams, and also includes audio and video conferencing. This familiarity and expertise has led us to the decision to use Teams as our new office phone system. Below is a list of functions that our current system does not have and also a list of general features. It is a fully functional cloud-based telephone system and works where and when we want it to instead of being tied to a desk phone.

New features of Teams Voice:

- Every licensed employee gets a direct-dial phone number.
- Voicemails are emailed and transcribed.
- Calls can be forwarded to colleagues wherever they are working.
- Calls can be forwarded direct to voicemail.
- Teams can run on a computer or cell phone and callers will not learn your personal cell phone number.
- Employee directory has voice recognition. Callers only need to say the name of the person they want to talk to.

Other general features of Teams Voice:

- The same application that we use for meetings and chat, is also our phone. This allows completely handsfree conversations.
- Desk phones are still supported, although they must be Teams- certified devices.
- It is completely administered through the web.

IMAGINING TOMORROW ~ DELIVERING POSSIBILITIES TODAY!

- Call history and contacts are all kept in Teams.
- Click-to-dial allows phone numbers on websites to be immediately dialed instead of having to copy and paste.

The licenses needed from Microsoft also provide us better anti-virus and email protection, in addition to many other features. We will purchase the highest level of Microsoft licenses (A5) and will have all the capabilities and licensing available to us. A5 licensing also gives us the latest version of Microsoft Windows, Microsoft Office, Power Apps, and many others.

Impact

IHLS has begun the move to the new system so we can cancel the current phone system before our annual renewal in April.

<u>Cost Analysis of Phone System for FY2021</u>	<u>IHLS Estimate</u>
Cost to Purchase New Phones	5,400.00
Cost of New Subscription Services	2,496.00
Less Cost of Cancelled Current Phone Service (3 mo)	<u>(2,170.00)</u>
Total Cost of New Phone System in FY2021	\$5,726.00
<u>Cost Analysis of Phone System for FY2022</u>	
Cost of New Subscription Services	7,488.00
Less Cost of Cancelled Current Phone Service	<u>(5,500.00)</u>
Total Increased Annual Cost to IHLS	\$1,988.00

Thank you for your feedback, and please let me know if you have any questions.