



ERIE COUNTY WATER AUTHORITY

INTEROFFICE MEMORANDUM

July 10, 2019

To: Terrence D. McCracken, Secretary to the Authority

From: Jeffrey C. Schlierf, Acting Manager of Information Technology

Subject: Replacement of Phone System and Call Recording ECWA Wide

Attached is a New York State contract quote for \$351,064.84, submitted by FirstLight, to replace the current phone system and its supporting systems. This quote includes the necessary hardware, software, configuration and training fees for this project. I would like you to present this to the Board at the next Board meeting on July 18th, 2019 in my absence.

This state-of-the-art Cisco VoIP system will replace the outdated AVAYA telephone system and inconsistent call recording system we currently have. The AVAYA system has hardware dating back to 2005 and servers that were last upgraded in 2014. The project is expected to take 3 months start to finish.

This system will utilize our recently upgraded Cisco LAN/WAN network and give us more flexibility and features via Cisco Unified Communications Manager (UCM). This system will provide reliable, highly secure, scalable, and efficient enterprise call and session management. Cisco's UCM allows ECWA to consolidate its communications infrastructure and enable our people to communicate more effectively. This solution features IP telephony, high-definition video, unified messaging and Instant Messaging capabilities.

JCS
Attachment
cc: KAP