

# Cisco UCaaS Deployment

prepared for:



1/17/2022

## *Our Why:*

**Helping people** achieve their greatest potential **in work and life.**

## *Our Mission:*

Provide world class business technology solutions and services that deliver peace of mind and a better bottom line.

# About Preferred



***Our team consists of some of the brightest and most passionate, IT professionals in the industry.***

- *Celebrating 31 years of service excellence*
- *17 employees at 2 locations: Chicago and Tinley Park, IL*
- *Strong service track record*
- *Financially sound and growing*
- *2020 and 2021 Best Places to Work Honoree*
- *Best Places to Work Honoree – 2020 and 2021*

We are recommending that Preferred assigns our Cisco Certified Implementation Engineer to provide the project planning, project management, implementation, training and successful deployment of the Village's new Cisco solution based upon the overview of needs provided by David Buwick.

Our engineer has over 14 years of active involvement in the voice/data networking industry. He has also delivered IP Telephony systems to municipalities and companies across the nation. He has excellent communication skills and has extensive consulting experience when assessing customer's voice, data, and internet networks.

His ability to manage complex UCaaS projects with the client's competing priorities and management teams while providing thought leadership and training, is a unique skill set and provides a streamlined project implementation process, overall efficiencies, and change management for this type of project.

He has provided technology designs and product training for many large enterprise corporations and can provide complete analysis of your legacy analog voice environment and map out and plan a migration to the new SIP services.

### **Certifications:**

- CCIE (Cisco Certified Internetworking Expert) – Collaboration
- CCNP Collaboration
- CCNA Voice
- CCNA Routing & Switching

### **Education:**

- Bachelor's in Applied Science with a concentration in Computer Networking

### **Previous Implementations:**

- Village of Bolingbrook
- Village of Glencoe
- Deerfield Park District
- Crete Township
- Prospect Heights Park District
- St. Charles Park District
- Moraine Valley
- San Francisco Housing Authority

## Our comprehensive approach includes:

- An initial “discovery call” to understand your objectives requirements and budget
- Workflow analysis
- Solution design
- Vendor evaluation and recommendations
- Detailed price proposals with firm pricing
- Solution implementation, training, documentation and support

## Questions to be answered on the discovery call:

- Are the Comcast SIP circuits turned on? If not, do you need us to help coordinate this?
- Can a Cisco Bill of Materials be provided
- Are their Cisco gateways implemented with CUBE licensing to support the SIP circuits and SIP sessions? If not, do you need our help with implementing these features and licenses?
- Do you plan on porting all of your POTS numbers over to the Comcast SIP circuit? Or, are you rolling out brand new numbers to their users?
- How intricate is their Cisco UCCX environment? How many agents do they have? How many supervisors will they have? Do they only need basic call scripting with basic call queueing? Or, do they need advanced features such as database dips, etc.?
- Does the customer have proper PoE switches in their environment to power the phones?
- Does the customer need Active Directory integration with the Call Manager? (This is recommended)

## Estimated – Budget Framework

- Approximately \$20,000 – \$30,000
- This number will be firmed up based on discovery call
- Out of scope items to be determined on discovery call
- Items provided by Mindsight to be determined on discovery call
- Village Of Orland responsibilities to be determined on discovery call
- Preferred has additional technical resources that can help with the physical deployment of phones, escalations, etc. without burdening the Village's IT staff.
- Our team can provide additional expertise, professional services and security to ensure your solution is installed, running and secure according to your desired specifications and within budget.

## ▲ *What our customers say...*

**“Did excellent job”**

**“ We always receive top notch”**

**“Always professional and thorough”**

**“Would recommend to anyone”**

**“The support I received was professional and informative. I was VERY impressed”**

**“ I always have a great experience and have never had any issues”**



**“I was VERY impressed”**

**“I can’t say enough about how great all your techs are!”**

**“Everybody I have dealt with is so knowledgeable”**

**“As always, superb customer Service!”**

**“Great response, good communication, very professional and was able to resolve my issue”**