



FARMERS BRANCH
TEXAS

Phone System Replacement

City Council Meeting | September 16, 2025

Requested By: Innovation and Technology Department



Phone System Replacement

Background

- 1** Shortel system purchased in 2011
- 2** Shortel was acquired by Mitel in 2017
- 3** Mitel filed for bankruptcy in March of 2025
- 4** Shortel products will reach end of support in December of 2025

Phone System Replacement

Not just a phone system

The City's current Shortel system is a regular phone system. This new solution is not just a new phone system; it is a Unified Communication System.

REGULAR PHONE SYSTEM



Primarily for making and receiving phone calls



Limited features (voicemail, call transfer, hold)



Usually tied to a desk phone



Works mostly within the office



Separate from other work tools

UNIFIED COMMUNICATIONS SYSTEM



Combines calls, video meetings, chat, email, and file sharing



Wide range of collaboration tools in one place



Accessible on desk phones, computers, and mobile devices

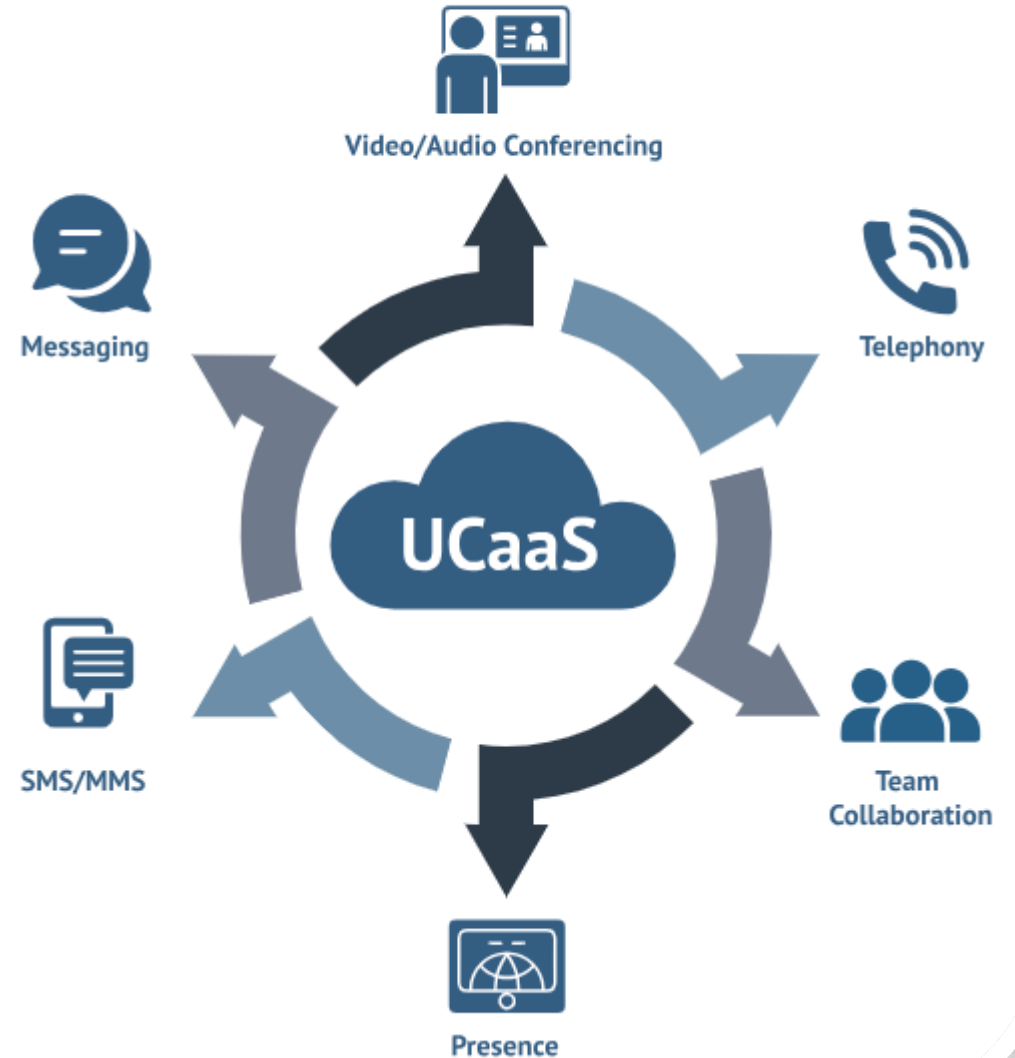


Works anywhere with internet access



Integrated with everyday apps and workflows

Key Components of Unified Communications as a Service (UCaaS)



Phone System Replacement

Implementation and Cost

Projected Implementation Plan (3 Months)

- Weeks 1–2: Kickoff & planning with our vendor
- Weeks 2–6: System setup
 - Cloud platform
 - Mobile integration
 - Phones configured
- Weeks 6–8: Subject Matter Expert testing
- Weeks 8–10: Staff training
- Weeks 10–12: Citywide rollout & number migration
- Post-Go-Live: Support and fine-tuning

Cost Overview

- Not to exceed \$204,000 (Fixed Asset Fund Balance)
- Covers: new handsets, licenses, setup, training, support
- Annual Maintenance

Why This Matters

- Current system support ends Dec 2025
- New system = modern, reliable, integrated communications

Questions



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