

## **APPENDIX 1**

### **High level Telephony Options explored in the Strategic Review**

**Option 1: System** – This would be an on-premise telephone system that would be purchased by the Council and then maintained by the Supplier. The new solution would be installed on-premise and be connected to the Council's data network to serve all locations.

**Option 2: Service** – This would be a 'private cloud' based solution, where a dedicated telephone system would be owned and hosted by the supplier. This is like the existing ESCC arrangement with Cisco telephony services.

**Option 3: Cloud** – This would be a 'public cloud' based solution, where the telephony service platform is used by multiple organisations. The platform would reside in the supplier's datacentres, with the service charged for on a per user per month basis.

**Option 4: Teams** – This adds external telephony services to the Council's existing Microsoft Teams application that is used across the Council. It could also deliver telephony service to physical telephone handsets. The service would be charged for on a per user per month basis.