

TO: RESOURCES SCRUTINY COMMITTEE - 13th Aug 2002

SUBJECT: VOICE AND DATA NETWORK INTEGRATION

FROM: ICT Services

1. PURPOSE OF REPORT

- 1.1 The committee requested ICT Services to obtain a price for a pilot Voice over IP solution to our Kenilworth Connection site following the report to the Scrutiny Committee on 9th October.

2. BACKGROUND

- 2.1 One of the recommendations of the IT Fundamental review is to integrate voice telephony and data networks. This is one of the actions of the corporate and strategic portfolio priority areas.
- 2.2 ICT were ask at the October 2001 Scrutiny Committee to report back with a cost of setting up a pilot Voice over IP project at our Kenilworth Connection remote site.
- 2.3 The pilot would involve changes to the current Network infrastructure , the setup of a Cisco AVVID IP Telephony Call Manager File Server and the installation of Seven IP Phones at Kenilworth Connection.
- 2.4 The quoted cost for installation of a Voice Over IP pilot project to our Kenilworth Connection site totalled £25,336.
- 2.5 Below is a comparison of the cost of setting up a new site with Voice over IP and a traditional separate voice and data network.
Voice Over IP , 27716
Separate voice and Data , 9906
- 2.6 The main cost benefit of voice over IP for Kenilworth Connection would be;

Reduced line costs as internal calls from Kenilworth Connection to Riverside House could be routed internally across a data link shared with the data network.

The current number of calls between these sites can only be estimated but would not appear to be significant.

3. CONCLUSION

- 3.1 It would appear at this time that the set up costs outweigh any on going savings or functionality benefits. However it would be worth reviewing again in say 18-24 months or when a suitable opportunity arises.

4. OUTCOME REQUIRED

- 4.1 It is the recommendation that the pilot does not take place due to the relative high cost of IP Telephony equipment and the lack of visible cost savings at present.
- 4.2 It is recommended that Voice over IP is re-evaluated in 24 months time.

Richard Bates
Network and Communications Manager

BACKGROUND PAPERS

Report to Resources Scrutiny Committee 9th October 2001 - Voice and Data Network Integration.

Areas in District Affected: None

Executive Portfolio Area and Holder: Corporate and Strategic Leadership -
Councillor Crowther

For further information about this report please contact:

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