

Post Implementation Evaluation Report

Unified Communications VoIP II – Information Technology Services, Office of

Project Dates: 7/2013 through 4/2014

Project Cost: \$1,240,575

Project Objectives:

In February, 2010, OITS determined there was a critical need to migrate off the existing State Plexar® Centrex phone system to a replacement phone platform. This critical need was driven by several key factors:

- Plexar system was an end of life burning platform
- Plexar contract penalties
- Antiquated phone and voicemail feature-set functionality
- Need for improved agency communication productivity
- Ability to support Unified Communication (UC) capability.

In June, 2013, OITS recast the VoIP project in order to take full advantage of fast-tracking deployment. A completion date of March 31, 2014, was mandated by the Kansas CITO/CTO in order to maximize the projected ROI and impending Plexar penalties. In mid-March, 2014, AT&T requested that our final cutover date of March 28, 2014, be postponed to April 11, 2014. This request was driven by the large quantity of phone numbers that had to be ported from the legacy platform to the VoIP platform. OITS agreed to the postponement on the condition that AT&T would not impose any contract penalties. AT&T accepted the terms and conditions. The final cutover occurred April 11, 2014. And it was, in fact, was the most seamless migration cutover of the project.