

## Phone System Upgrade

### Overview

The leadership team has been working over the past several months to identify a phone system solution that will aid in improving the overall patient experience when calling into the Center, scale for future needs as the organization continues to grow and allow improved functionality for remote work capabilities. The current phone system, Allworx, has been in place since 2013 and has served the organization well, however, has reached its limits in terms of customization and future expansion needs.

The current phone system is an **on-premises** solution, meaning that there are physical servers located in the building. We currently have 2 servers, one at the 471 Hepburn St. location and one at the Jersey Shore location. The solution that will be proposed is a **Software as a Service (Hosted)** solution, meaning that there will be no physical servers located in the building, like how the eClinicalWorks (EMR) system functions.

### Proposed Solution

The leadership team is proposing moving to the **Cisco Webex platform with Contact Center**. This system has several feature enhancements that will aid in improving the overall patient experience without significantly adding to the budgeted staffing costs that would otherwise be required to improve the patient experience with the current phone system in place.

A few of the features within the new platform are:

- Improved call recording/monitoring capabilities
- Significantly enhanced reporting metrics
- Enhanced call routing capabilities
- Ability to wirelessly connect phones giving the option to unplug from within the facility and take it home when remote work is occurring
- Smartphone App that will allow the cloning of a desk phone to a mobile device
- Ability to use the Webex conferencing system

The new system comes with the following costs:

1. Equipment Costs = \$54,213 (Funded by the H8F Grant)
2. Installation Costs = \$17,654 (Funded by the H8F Grant)
3. Monthly Costs = \$4,461 (Annual \$53,532)

### Justification

Currently, the organization pays approximately \$1,700 per month or \$20,400 for on-going phone system costs. The additional cost per year with the new phone system is approximately **\$33,132** which is less than the cost of an additional 1.0 FTE salary and benefits position for the call center. It is estimated that with the current phone system an additional 2.0 FTE of non-budgeted staff would be required to improve the patient experience with the current phone system which would cost in excess of \$81,000 per year plus. The \$81,000 estimate does not factor the recruitment challenges/costs. In addition, with the opening of Lock Haven there would be a server cost of approximately \$5,000 and there would be an ongoing need to update all of the phone servers on a 5-year cycle to remain current/compliant.