



Megan Heller <megan.heller@southernplainsedcoop.org>

Fwd: Phone System Recommendation

1 message

Sarah Mittelstadt <sarah.mittelstadt@southernplainsedcoop.org>

Tue, May 7, 2019 at 7:01 AM

To: Megan Heller <megan.heller@southernplainsedcoop.org>, Dawn Becker <Dawn.becker@southernplainsedcoop.org>

Megan - I believe we had a phone folder started. Please add
Dawn - For budgeting - we are moving forward with Frontier.

----- Forwarded message -----

From: **Tech - Zac Huntley** <tech@southernplainsedcoop.org>

Date: Mon, May 6, 2019 at 8:05 PM

Subject: Phone System Recommendation

To: Sarah Mittelstadt <sarah.mittelstadt@southernplainsedcoop.org>, Stephanie Schmitz <stephanie.schmitz@southernplainsedcoop.org>

Alrighty, I finally had time to sit down and dig through this one final time to send you my recommendation.

When all is said and done, here are the very basic numbers (not including taxes):

Frontier

Non-recurring costs (phones + install labor): \$14,634

Monthly-recurring (3 year term): \$840.95

Total cost of ownership over 10 years: \$115,548

vs.

Ring Central (Matrix NDI)

Non-recurring costs (phones + install labor): \$10,703

Monthly-recurring (3 year term): \$913.60

Total cost of ownership over 10 years: \$120,335

All things considered, pricing is very comparable. However, upon further inspection, there are some nuances to point out.

Phones:

The cost difference in one-time fees is almost entirely in the device cost. In my honest opinion, the Frontier phones are superior. The feature-set is better, and the admin offices will get the Bluetooth handsets, which is a feature we wanted from the onset. The Matrix phones are bare essentials (they aren't gouging on price, though...but I can literally order them on Amazon for the same price they quoted), and they are nothing special. That's fine, but it means we would have no added features we were wanting if we chose Matrix. They don't even offer cordless phones like Frontier has.

Quality of Service:

The enemy you know is better than the enemy you don't. After reading through reviews for Ring Central, I'm not prepared from an IT perspective, to deal with quality issues on a brand new phone system, and I'm seeing plenty of reviews where quality is an issue with RC. I would rather deal with issues from Frontier, be able to call them from a few blocks away, chew their bleeps off if needed, and then go about my day knowing that they will be on-site to fix whatever issue there is ASAP. Not to mention, you'd have this same capability if I'm not around to place the call.

Features:

Okay, I'll hand it to Ring Central, they hands-down won here, in my opinion. The fact that they integrated calling and texting into one portal is fantastic. I really loved it during the product demo. But guess what? I don't think it's going to matter to most of our employees at the end of the day. Sure, I loved it as a tech geek because that's all right up my alley. But for most of our teachers, it's not going to matter. And having the Frontier texting as a separate website/application might actually be a benefit. It helps keep things running smoothly by dumbing things down (no insults intended). Most teachers might not want anything to do with any of the phone software on their computers at all--they'll likely just want their physical desk/wall phone, and then they'll install the texting app on their phone. Seems to me that *simpler* will be better here. No need to bombard them with a bunch of additional changes--just like we've noted so many times already. Beyond all of this, my guess is that--with the major push to the cloud--the Frontier services will improve over time anyways. It's not out of the question that we might get a fully-integrated Frontier solution before our first contract term is even over; since it's in the cloud, we'll get that update include as part of our service cost.

Flexibility:

We have a verbal confirmation (and I'll assume it'll be evident in the paperwork, too) from Frontier that we can move tiers at any point during our contracted term, which is awesome. No penalties for doing it. This means that when we finally get settled, we can make adjustments as needed with no fear of getting screwed on price. RingCentral looked flexible, too, but I'm not sure if there were fees involved with licensing changes during the term.

With all of this said, it is my formal recommendation that we proceed with the Frontier AnyWare UCaaS phone system. If you are both okay with this, I will have Mike (our rep) begin drawing up the paperwork so we can get this crossed off our list.

Thanks!

Zac

Zac Huntley, IT Systems Administrator/Technology Coordinator
Owner at *Freshly Cut Media LLC*

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