Mitel Phone System

Board Meeting April 2020

Replacement of current NEC digital phone system installed in 2011. This system has been deemed "End of Life" by the manufacture and the library can no longer find replacement parts. This new Mitel Voip system is more flexible and agile with today's library work force and will allow our staff to work in a world where rapid flexibly is essential.

This system will be hosted virtually on library servers and will allow future software upgrades. Software upgrades allow Voip phone systems to stay updated to the latest industry standards.

This project was quoted from Gregg Communications though Sourcewell Cooperative Purchasing.

Mitel Phone Project

Mitel Voice Connect (Mitel Phone Server) **$50,000**

Mitel Revolution (911 Emergency add-on) $**5,135**

Server Room Rewiring **$2,300**

Project Total: **$57,000**

Mitel Revolution

Notifying the Right People when it Matters Most

Mitel Revolution is an add-on software package for Mitel Connect Phone Systems. "Notifying the Right People when it matters most" is the perfect summary for what this software accomplishes. Mitel Revolution enhances our current safety policies by allowing flexibility during events including 911 incidents, dangerous weather or general notification to staff. This software will allow the library to integrate many of our current standalone systems allowing for a streamlined workflow. By integrating with 3rd party systems such as overhead paging system, this will allow staff to notify patrons for various programs or safety incidents. External notifications to email and text alerts are also an option depending on staff group or workflow.

Mitel Revolution features are summarized below:

- Support for media-rich push notifications to mobile devices for on- and off-premise notifications
- Administrators can activate alerts directly from their iOS or Android mobile app
- Pre-recorded broadcast messages for overhead paging or group specific notifications.
- SMS alerts and email alerts
- Integration with 911 panic buttons
- Door lock-down activation from desk phone
- Integrates with automatic alerts from external CAP-enabled feeds, such as National Weather Service and AMBER Alert
- Integrates with digital signage
- Template automation for daily events
- Desk phone notification and response
- New features added frequently