

# Information Technology Services Update on Zoom Phones

## Presenters

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# Current Challenges

**Our current telephony system, a legacy Mitel platform, presents significant and growing challenges that impede operational efficiency and limit public safety support across our interconnected campuses**

- **Aging Infrastructure & Support Risk:** The system's hardware is nearing end-of-life, with limited vendor support for the core telephony components. Current Mitel controllers are already end of sale and in the end of support process.
- **Operational Burden & Cost:** High, ongoing maintenance costs are tied to an antiquated system that demands excessive administrative time from IT staff for routine management.
- **Lack of Modern Features:** The system lacks the unified communications (UC) capabilities essential for a modern, hybrid campus environment (e.g., seamless integration of voice, video, and messaging).
- **Critical Safety Integration:** Technology and business process challenges hamper ability to meet the needs of campus safety and operations team.

# Proposed Solution

## Zoom Phone as a Secure, Integrated, and Flexible Backbone

### Technical Benefits

- Modern cloud-based phone system with continuous updates and improvements
- Simplified administration and improved operational efficiency through intuitive management portal and delegated control
- Enhanced disaster recovery capabilities
- Integration with existing Zoom meeting infrastructure
- Flexible deployment options including desktop, mobile, and physical phones
- Advanced call routing, queuing, and management features

### Operational Benefits

- Zero-touch provisioning for new phone hardware
- Simplified user management and license assignment
- Real-time analytics and call quality monitoring
- Enhanced emergency calling capabilities for E9 11 with location mapping
- Support for SMS functionality and fax integration
- Single sign-on capabilities
- Integration into existing campus safety systems to support public safety call flows

# Proposed Solution

## Return on Investment

### Cost Savings

- Elimination of separate phone system maintenance contracts
- Reduced hardware costs through software-based phone options and by alleviating the need for premise based infrastructure supporting local voice circuit termination
- Consolidation of communication services under a single vendor district wide
- Reduced IT support burden through simplified administration
- Elimination of costs associated with maintaining aging hardware

### Productivity Improvements

- Unified communications platform integrating voice, video, and messaging
- Enhanced mobility with consistent experience across devices
- Improved call handling and routing capabilities
- Reduced downtime through reliable cloud infrastructure
- Better collaboration tools for remote and hybrid work environments
- Easily delegating administrative responsibility to departments and lower level of IT staff demands



# Proposed Solution

## Strategic Alignment

The Zoom Phone implementation aligns with strategic objectives by:

- Modernizing critical communication infrastructure
- Enhancing public safety communication capabilities
- Supporting multi-campus collaboration between all colleges within the district
- Providing scalable technology that can grow with future needs
- Predictable cost model
- Improving student and employee experience through enhanced communication tools available within the Zoom Workplace for Education

# Zoom Workplace for Education Enterprise Plus

	School and Campus	School and Campus Plus	Enterprise Essentials	Enterprise Plus	Enterprise Premier
Meeting capacity	300 attendees	300 attendees	500 attendees	1000 attendees	1000 attendees
AI Companion	✓	✓	✓	✓	✓
Team Chat	✓	✓	✓	✓	✓
Mail & Calendar	✓	✓	✓	✓	✓
Scheduler	✗	✓	✓	✓	✓
Clips Plus	✓	✓	✓	✓	✓
Notes	✓	✓	✓	✓	✓
Docs Premium	✓	✓	✓	✓	✓
Cloud recording	5GB (1:1)	10GB (1:1)	10GB (1:1)	Unlimited	Unlimited
Phone	✗	Zoom Phone Pro + Unlimited Regional Calling (including DID)	✗	Zoom Phone Pro, Common Area Phone, Power Pack	Zoom Phone Pro + Unlimited Regional Calling (including DID), Common Area Phone, Power Pack
Workspace Reservation	✗	For Zoom and non-Zoom enabled spaces	For Zoom and non-Zoom enabled spaces	For Zoom and non-Zoom enabled spaces	For Zoom and non-Zoom enabled spaces
Sessions / Webinar	✗	✗	500 (1:1)	Session 1000 (1:1) - includes ZW	Session 1000 (1:1) - includes ZW
Rooms	✗	✗	Zoom Room + CRC (1:25 ratio)	Zoom Room + CRC (1:25 ratio)	Zoom Room + CRC (1:25 ratio)
Whiteboard	Unlimited boards	Unlimited boards	Unlimited boards	Whiteboard Plus	Whiteboard Plus
Captioning / translations	Multi-language captioning/Translations (1:1)	Multi-language captioning/Translations (1:1)	Multi-language captioning/Translations (1:1)	Multi-language captioning/Translations (1:1)	Multi-language captioning/Translations (1:1)
Extras	SSO, branding, managed domains	SSO, branding, managed domains	SSO, branding, managed domains	SSO, branding, managed domains, Customer Managed Key	SSO, branding, managed domains, Customer Managed Key
Free Student Licenses	✗	✗	✓	✓	✓