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Telegration Assessment

**Proposal for Vintage King**

We Appreciate the Opportunity

It’s Better Here!

Executive Summary

We appreciate the opportunity to assist with identifying solutions for unified communications & collaboration platforms. Based on the information gathered in the first meeting we have developed several potential solutions that can support your business requirements and align with your success criteria.

The following proposal includes options to partner with Telegration and leverage our portfolio of UCaaS service providers that meet the needs of your organization. As part of the partnership we can provide evaluations from multiple service providers and assist in making the recommendation based on past experience and expertise with UCaaS platforms. Solutions outlined in this proposal are delivered by leading service providers that Telegration has partnerships established, and Vintage King will have a direct relationship with the actual service provider.

**Objectives of this proposal:**

* Gain confirmation that we have identified all the issues and requirements we discussed
* Ensure we have a clear understanding of the business objectives and expected outcomes
* Understand the decision-making criteria
* Review potential solutions and determine the best path
* Begin service provider engagement process

# Current Challenges

Below is what we identified as current challenges and business drivers for Vintage King. This data was used during our evaluation and research process to develop solutions that align with your expected business outcomes.

**Unified Communications**

* Exploring multiple UCaaS solutions to connect three sites over a secure network
* NetSuite CRM lacks visibility into call activity for sales and service
* Business compliance requirements must be met, i.e. (PCI DSS, GDPR)
* Existing systems lack advanced queue management, modern feature set, and are costly to maintain
* Support and documentation is not always adequate with the current system
* Using mixed platforms (Fuze, UberConference) that are not integrated into other apps
* Not able to use all applications from any device resulting in a poor user experience
* Would like to modernize communication capabilities (i.e., SMS, Chat, Video)

**Business Challenges / Drivers**

* Need better visibility into sales and service activities to improve accountability
* Service provider contracts begin expiring in June 2018 and may not support the new system
* Comparing the cost of UCaaS and negotiating the best price varies by provider
* On-going management and support can decline after the sale
* Installing redundant infrastructure and lifecycle management of service providers
* Verifying service capabilities vs. user experience can be difficult in a demo

# Proposed Solutions

Below we outline the ways Telegration can deliver a solution that fits your environment, considering your challenges, network infrastructure, and future needs.

**Telegration UCaaS White Glove Service**

Telegration will oversee your UCaaS migration starting with service plan selection, price negotiation, project management, and ongoing support.

**Recommendation:**

* Network study to identify Internet providers and diversity analysis
* MPLS replacement recommendations
* UCaaS proof of concept framework & management
* Pricing negotiations and provider recommendation
* Configuration assistance (call flows, rules, reporting, etc.)
* Help desk support

**SOLUTION SUMMARY**

**Dual Internet Access**

**Network Connectivity**

Network connectivity is achieved by installing two diverse Internet connections utilizing broadband (best effort) and dedicated fiber (SLA) service. To add auto-failover or active-active capabilities; we recommend installing a managed SD WAN edge router at each location.

Each device will aggregate Internet access and build an overlay network that connects your sites across a nationwide network that monitors traffic and improves network performance. Services are managed through a 24x7 NOC to address any application performance issues and to assist with network changes.

**UC as a Service (UCaaS)**

**Telephony & Collaboration**

Telephony services will be provided by a Tier 1 service provider who meets all security and regulatory compliance. In addition to voice, direct dial service, and voicemail, you will have access to the latest features and productivity tools used by enterprise organizations globally.

**Solution Summary**

Services highlighted above can typically be delivered in 60 to 90 days. Services such as broadband Internet can have shorter install timeframes, but we recommend estimating at least 30 days for activation.

**Advantages**

* Dual Internet access allows for the selection of any bandwidth type from any provider resulting in lower cost and greater flexibility
* UCaaS will integrate all communication applications into a single platform and provide access from any device
* Reduce cost and eliminate CAPEX investments with ongoing management and maintenance
* Built on resilient datacenter infrastructure and is fully managed by the service provider
* Future-proof your technology investment and ensures you stay current with the latest features and capabilities

**Disadvantages**

* Lack of control may cause unforeseen risk
* Relies on Internet connectivity to utilize the services
* Service provider support can be inconsistent compared to traditional vendors
* Training & installation is performed remotely

Evaluation and Recommendation

Telegration will conduct an in-depth evaluation of the services providers listed below. The assessment will focus on Vintage King’s priorities and requirements identified during the discovery process. Our Technical Solutions Engineer will evaluate each service provider in the following categories to determine a leader and runner-up based on their alignment with Vintage King’s requirements.

**Evaluation Criteria**

* Ability to provide network resiliency and business continuity
* The total cost of ownership compared to the current cost
* Implementation and support model
* CRM Integration (NetSuite CRM)
* Rating and reviews

**Service Providers included in our research:**



Telegration leverages research data from Gartner, IDC, and 3rd party vendor-neutral analysts to determine candidates. Next, we hold live demonstrations, review pricing proposals, and discuss design considerations to develop a short list of vendors that are the best fit for current and future requirements. The final recommendation was made based on the factors that are most critical to ensure a successful project. These include pricing, integration into current environment, customer experience, and support.

# Budgeting OPEX / CAPEX

Below are examples of potential solutions and how they might fit into your budget for this project. We understand our clients may not have this information prepared, or possibly are not ready to consider how much you are willing to invest in these services. Using industry averages, we have provided some budgetary numbers to help you determine if we are on the right track.

**OPEX Services**

|  |  |  |
| --- | --- | --- |
| Services | Monthly Recurring Charges | One-Time Set Up Charges |
| Internet (Broadband/Fiber/LTE) | $70.00 - $650.00 | $0.00 - $199.00 |
| 100MB Secure WAN Services | $475.00 | $0.00 - $500.00 |
| Unified Communications as a Service | $310 - $1860.00 | $0 - $10,000 (phone purchase) |
| AT&T Mobility | $500 - $1300.00 | $0.00 |

**Estimated Start Up Cost at 10 Users:**  $1355.00 per month

**Estimated Monthly Cost for 60 Users:**  $4,285.00 per month

|  |
| --- |
| Unified Communications as a Service Cost Estimator |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ten users | 30 users | 40 users | 50 users | 100 users |
| $310.00/mo. | $930.00/mo. | $1240.00/mo. | $1550.00/mo. | $1860.00/mo. |

Pricing is based on your actual user count and not projected growth.

|  |
| --- |
| Internet Cost Estimator |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 50MB Broadband | 150MB Broadband | 20MB Fiber | 50MB Fiber | 100MB Fiber |
| $70.00/mo. | $199.00/mo. | $550.00/mo. | $750.00/mo. | $1200.00/mo. |

|  |
| --- |
| WAN Service Cost Estimator (Per location) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 30MB | 100MB | 200MB | 400MB | 1GB |
| $157/mo. | $225/mo. | $425/mo. | $991/mo. | $1520/mo. |

**CAPEX Services**

|  |  |  |
| --- | --- | --- |
| Services | Hardware cost/investment | One-Time Set Up Charges |
| Internet (Broadband/Fiber/LTE) | $0.00 | $199.00 |
| 100MB Secure WAN Service | $3500.00 (Optional) | $650.00 |
| Unified Communications as a Service | $10,000 (Phone Purchase) | $500.00 |
| AT&T Mobility | $0.00 | Unknown |

# Service Provider Matrix

# Cost Analysis

Will be included on the final proposal

# Conclusions and Next Steps

After researching the best options on the market, we believe the two approaches outlined in this proposal have the highest likelihood of solving your challenges around network resiliency, troubleshooting, and management while providing a robust technological solution given your current environment.

**Suggested next steps:**

1. Identify which option you prefer
2. Schedule engineering call with the provider to see a demo
3. Begin Proof of Concept
4. Final negotiation and vendor selection