

1. Contact Centre and Telephony Service Options

- 1.1. The current Contact Centre services technology is delivered through a Mitel Supplier solution with a total of 335 licenses in use across seven Contact Centres within the Council. This currently costs £1.8m per annum. Key issues with the current solution include:
 - Resilience issues and services such as call recording, quality management and taking card payments are unavailable for agents working remotely.
 - Contact Centres are unable to deliver the benefits of omni-channel capabilities such as webchat, chatbot, email and social media.
 - Most system changes can only be completed by DUCL and must be raised in advance. The Council is unable to respond to peaks in demand as well as emergency situations.
 - Limited reporting and data mean we are unable to measure and optimise the end-to-end experiences that residents have when accessing ECC's services.
- 1.2. DUCL currently provide the Council with telephony services including infrastructure and MS Team's call plans. This includes inbound and outbound calls from MS Teams and Contact Centres. Key issues with the current services include:
 - Current call plans are no longer cost effective, as they do not utilise cloud pay as you go services.
 - Poor routing of calls results in paying twice for a single call.
 - Fixed lines require conversion to digital in time for analogue switch off in 2025.
- 1.3. Market Engagement demonstrated by suppliers included Cloud hosted Contact Centre and Telephony Services that align with ECC's Cloud First Strategy. These are more efficient and cost-effective ways to provide communication services as demonstrated in the Financial modelling
- 1.4. Through alignment with our Telephony Services our Contact Centre agents can interact with customers on different channels such as webchat, voice recognition, emails, social media and other text-based interactions. Solutions provide Artificial Intelligence capabilities, to help drive self-service, and new features such as Speech to Text, Natural Language Processing, and Sentiment Analysis. These will be enablers for delivery of opportunities in the Customer Services Engagement Hub Strategy

2. Mobile Data Service Options

- 2.1. Mobile Connectivity and Data Services, predominantly using O2 as the network provider, are delivered through DUCL and enable users to utilise a mobile network service through various device types, including basic phones, smartphones, laptops, tablets, and dongles. This costs a total of £0.8m per annum (including a variable call charge) under the current contract. Under the

current NGN contract, the Council is committed to pay for a minimum of 4,500 connections. Recent rationalisation activity has reduced our volume of SIM card and data connections from circa 5,300 to 4,000. That rationalisation has released a saving of £100,000 which is reflected in the MTRS from 2021/22.

- 2.2 Mobile phones are provided to staff across our workforce via an Eligibility Criteria process that supports our objectives, including remote and lone working, emergency response teams and Councillors. The Eligibility Criteria set for mobile phones will be reviewed in line with new ways of working and this may result in active SIM and mobile device reductions, with a positive effect on our cost profile. This review will be done by end of June 2023.
- 2.3 The proposed new mobile contract, (anticipated to start in January 2023, will provide a more flexible arrangement, only charging for services used, which will assist with the delivery of other projects such as the councils Device as a Service (DaaS) project. The DaaS project is reviewing the potential of a single device solution to meet user needs, which may also affect the numbers of mobile connections required in the future. That project will be subject to separate governance.