



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Officer Delegated Decision

4h July 2025

Deputy Chief Executive and s151
Officer

Replacement of the Softphone Telephony System

This report recommends that the ICT reserve is used to fund the replacement of the Mitel Softphone Telephony system called MiCollab for Direct Dial In (DDI) Officers. This would be replaced with Microsoft Teams Telephony.

Contact

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Decision made by:	Deputy Chief Executive and s151 Officer
Decision:	Officer Delegation
Public or Exempt:	This report is not exempt from publication
Reasons for exemption:	None
Conflicts of interest:	No
Policy compliant:	Yes
Details of delegation:	The Council's Financial Regulations allow the Deputy Chief Executive and s151 Officer to approve spend incurred by the Council within the limits set out in the Financial Regulations (Constitution)

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance

The proposal is to utilise the ICT reserve to fund this activity which is in accordance with the terms of the reserve.

Completed by Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

1.3 The Deputy Chief Executive has the approval to use discretionary reserves to fund one-off expenditure.

Completed by:

2. The Purpose of the Report

2.1 To approve the procurement and installation of a new softphone telephony system for Officers who use DDI phones. These are officers who have a phone number starting 01476 406xxx

2.2 To approve the use of Microsoft Teams Phone to provide DDIs

2.3 The project will require the following:

250	Teams Phone License	£36.00	£9020.00
250	Calling Plan	£18.40	£4600.00

Total budget required £13620

2.4 From 2026/27 financial year a new Microsoft License agreement is required. It is proposed that officer licenses are upgraded from the current E3 to an E5 license.

Whilst this is a greater cost the higher licenses include Teams Phone, PowerBI and enhanced email security.

3. Available Options Considered

- 3.1 Procure Microsoft Teams phones licenses and Call Plans for officers who require a DDI telephone number
- 3.2 Continue to use the Mitel Micollab system. The Contract ends in October so would need renewing.
- 3.3 Remove the use of DDI numbers.

4. Preferred Option

- 4.1 Option 3.1 is preferred as it offers an integration into the Council's existing Microsoft Teams system which all officers are familiar with.
- 4.2 Option 3.1 would mean the software is hosted in the cloud. The current Mitel system is hosted onsite, so the new system would provide better business continuity
- 4.3 Many officers still require the use of a soft phone to carry out their day-to-day work so removal of all extensions was not feasible.

5. Reasons for the Decision(s)

- 5.1 Moving softphones to Teams means that calls are integrated into the Council's current software which staff are familiar with. It also means that functions such as Do Not Disturb and Out Of Office will be used to handle incoming calls.
- 5.2 The Microsoft 365 environment, which Teams is part of, is all cloud-hosted so provides better Business Continuity and does not rely on Council services to operate.
- 5.3 The current system is old and in need of upgrading so changing now makes financial sense to save costs on maintaining a legacy system.
- 5.4 The Customer Contact Centre software is in need of upgrading once the Customer Experience Strategy is released and using Teams as the base system allows much greater flexibility..

Signed by: Richard Wyles
