



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Officer Delegated Decision

28th April 2026

Deputy Chief Executive and s151
Officer

Replacement of the Mitel Contact Centre Telephony System

This report recommends that the current Mitel Contact Centre Telephony System which expires in August 2026 is replaced with a new Omni-channel cloud hosted system called Genesys CX provided by Kerv Experience Limited.

Contact

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Decision made by:	Deputy Chief Executive and s151 Officer
Decision:	To approve the procurement and installation of a cloud-hosted contact centre solution called Genesys CX from Kerv Experience Limited via the GCloud framework to replace the current telephony system.
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 Contract Procedure Rules allow for contracts with a total value of up to £200,000 to be approved by the Director.

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:

1.1 Finance

The total contract value is estimated for installation, and a two-year licence is £130,200.

Contract Cost	Cost	Budget	Additional required
Installation	£25,200	£20,000	£5,200
2 – year licence	£105,000	£102,000	£3,000
Total	£130,200	£122,000	£8,200

Budget has been set aside to cover the majority of the implementation costs, and the new software licence is broadly in line with the current contract. The minor additional budget required £8,200 will be covered within the overall software budget.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

1.2 Procurement

The Contract has will be procured via G-Cloud framework which is a compliant route in line with the contract procedural rules.

Additional annual costs after the initial 2 years for licenses will be expected, as the supplier could not offer a longer-term contract due to possible price increases not yet known.

Completed by: Helen Baldwin (Procurement Lead)

1.3 Legal and Governance

The Deputy Chief Executive has the delegated authority to take this decision.

Completed by: James Welbourn, Democratic Services Manager

2. The Purpose of the Report

- 2.1 To approve the procurement and installation of a cloud-hosted contact centre solution called Genesys CX from Kerv Experience Limited via the GCloud framework to replace the current on premise Mitel system.

3. Available Options Considered

- 3.1 Move to Genesys CX
- 3.2 Continue with the current Mitel contact centre system
- 3.3 Carry out a full procurement exercise to look at a range of solutions

4. Preferred Option

- 4.1 Options 3.1 is preferred as it offers all the features identified as being required by the business. This includes enhancements to the 'as is' service, as well as technology improvements which align to the activities within the Customer Experience Strategy 'Priority 6: Technology'.
- 4.2 Option 3.1 would mean the software is hosted in the cloud. The current Mitel system is hosted onsite, which is less secure and creates business continuity challenges.
- 4.3 Genesys CX is used by other authorities, with one being as local as West Lindsey District Council. Officers have attended a meeting with West Lindsey colleagues for a demonstration of the Genesys CX product. Discussions also covered the implementation of the product, project timeline, delivery and support – all of which were positive. The demonstration was positive, and use of the product by another local authority provides the reassurance the solution works in a public sector environment and can be implemented in the timescale required.

5. Reasons for the Decision(s)

- 5.1 Direct dial phones have already been moved to Microsoft Teams so moving the contact centre to cloud hosted allows better integration.
- 5.2 Cloud hosting strengthens business continuity by reducing reliance on physical sites and enabling rapid recovery, ensuring services remain available during disruptions.
- 5.3 The current system is outdated and has been in use for over 15 years; whilst it has had both software and hardware updates in that time the underlying technology is dated, and security fixes are becoming more common to ensure

system integrity. The Mitel system can also not be expanded to include new contact channels such as email and online chat.

- 5.4 Moving to an omni-channel solution allows enhancements such as Customer Relationship Management (CRM) integration and Email and chat functions to be included and managed from one platform.
- 5.5 Genesys CX provided case studies to, evidence that the system can be setup and operated as per our requirements. Officers also engaged with West Lindsey District Council, users of the system, who provided further evidence for the setup and operation of the system.
- 5.6 Call recording will be integrated into the solution, and retention policies can be defined for each service
- 5.7 The project costs are as follows:
- | | |
|------------------------------|-------------|
| Implementation | £25,200.00 |
| Annual Licenses | £52,500.00 |
| Total cost (2-year Contract) | £130,200.00 |
- 5.8 The current system costs £51,000 per year so budget allocated for the contact centre will be sufficient for the annual licenses.
- 5.9 An allocation of £20,000 for software installation is available in the current IT budget will cover most of the implementation cost, the rest will be absorbed by the software budget.

Signed by: Richard Wyles
