



Project Update

Technology Infrastructure and VoIP

Expansive Technological Platform

Project Manager	Ernesto Arriola
District	All Districts
2012 Approved Budget	\$6,898,532
Source(s) of Funding	IT Capital Funds
Council Approval	October 30, 2012



January 05, 2015



Enhancing and Sustaining El Paso's Infrastructure

Transformative Technological Foundation



Fiber Optic Overview

63 miles of fiber optic connectivity

Evaluating shared infrastructure partnerships

87 Total facilities

5 facilities scheduled within the next month



Enhancing El Paso's QoL through Recreational, Cultural, and Educational Environments

Constituent Servicing Facilities



Average monthly statistics

143,437 total customers

61,409	El Paso International Airport customers
35,475	Library wireless internet patrons
46,553	Remaining access throughout the City



Enhancing El Paso's QoL through Recreational, Cultural, and Educational Environments

El Paso Public Libraries Statistics

Library	Old Link Type	New Link Type
Armijo Library	Microwave	Fiber
Clardy Fox Library	T1	Fiber
Westside Library	T1	Microwave
DVD Library	T1	Microwave
EAM Library	T1	Microwave
Irving Schwartz Library	T1	Microwave
Memorial Park Library	T1	Microwave
Ysleta Library	T1	Microwave

	09/13-10/13	09/14-10/14	% Change
CIRCULATION			
Total	296,790	293,638	-1.06%
COMPUTER USE			
Sessions	98,171	127,542	29.92%
VISITORS			
Gate Count	310,059	357,231	15.21%
PROGRAMMING			
Programs	784	989	26.15%
Attendance	15,185	19,893	31.00%

Bandwidth Increase
1,275% increase with upgraded infrastructure



Revolutionizing telephony with a Unified Communications Platform

Solution Features

Contact Center (Call Flow/Statistics)

- Sun Metro TOC/Lift
- One Stop Shop
- Tax Office
- DoITS Service Desk
- Health Admin

WebEx (Meeting Center)

- Online Meetings
- Web Conferencing

Mobility Software

TelePresence (Video Conferencing)

- City Hall (two units)
- MSC – East
- Sun Metro TOC
- Airport
- PDHQ
- 2 sites TBD



Redefining Collaboration

Solution Features

WebEx (Meeting Center)

- Application that provides sharing of information through remote viewing in a virtual meeting environment.

Mobility Software

Jabber

- Flexible communication channels via video, instant messaging (IM), voice, voice messaging, and conferencing. Integrated application operates on premise or cloud-based collaboration architectures.

TelePresence (Video Conferencing)

- High-Definition (HD) video, extend reach beyond existing footprint, augment business sustainability and continuity of operations
- Reduction of carbon footprint through virtual meeting solution



Unified Communications Platform

Investment

Savings

Projected Investment

- \$6,207,080

Total Estimated Annual Savings

- \$798,091

Invested to Date

- \$4,650,819

Estimated Annual Savings

- \$86,961

FY15

Proposed Deployment

- \$711,263.35 (based on DIR Pricing)

FY15

Estimated Annual Savings

- \$473,103

Standardized Platform

VoIP Core Hardware

VoIP Core Investment

- \$1,711,980





Transformation Status

Deployment Status

FY13

859 Deployed Phones
23 Locations

FY14

1123 Deployed Phones
19 Completed Locations

FY15 Projections
2047 Phones
22 Locations



VoIP Timeline

FY15 VoIP Recommended Sites

Completed Sites

Fire Station #5

MSC

- EPDOT
- Environmental
- General Services

Police IA

Health Admin

ESD Pendale

PHRCC

Recommendations

FD Logistics

PD Impound

FDHQ

PD-Property Control

Zoo

Tillman Health

Fire Central

PDHQ

CRCC

WSRCC

NERCC

NE-Muni Courts

Richard Burges

MVRCC

Cielo Vista Library

PD Academy

Fire Training Academy

Municourt

Airport



VoIP Conversions

Project Status (Handsets)



FY15 Projected completion
Based on estimated phone deployment.



Unified Communications

Summary

Platform will:

- **Develop and sustain a solid technological foundation**
- **Establish technology standard for improved quality of life facilities**
- **Enhance constituent services through innovation**
- **Leverage use of current technology to reduce inefficiencies and improve communications**
- **Deliver quality, and consistency through standardization**





Unified Communications

Project Transformation

VOIP Telephony Infrastructure



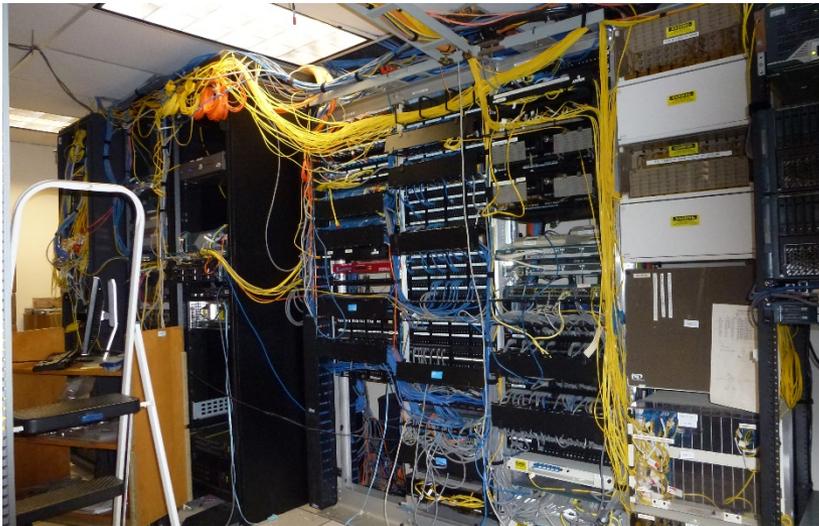
- **Legacy Phone System (Old City Hall)**



- **VoIP System FY15**

Project Transformation

VOIP Telephony and Network Infrastructure



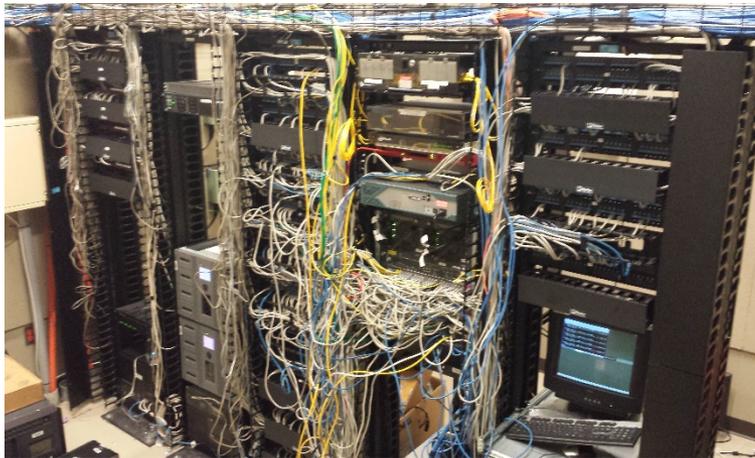
- **Old City Hall Server Room
(Before)**



- **VoIP Server Room
(After)**

Project Transformation

VOIP Telephony and Network Infrastructure



- **Remote Site IT Closet (Before)**



- **Remote Site IT Closet (After)**

Project Transformation

VOIP Telephony and Network Infrastructure



- **Health IT Closet (Before)**



- **Health IT Closet (After)**



Telepresence

What's Next?





Mobility and WebEx

What's Next?



- **Jabber**
 - **Mobility, Presence & Chat**

- **WebEx Meeting Center**