

ADDENDUM TO REVENUE BUDGET MONITOR REPORT – 2018-19 (QUARTER 1)

7.3 Mobile Telephony Contract

Project Background

The Council's mobile telephony services are currently provided under a direct contract with O2 that was awarded in 2013 . The initial contract term has now expired and the contract is rolling on a monthly basis. This no longer provides value on the voice and data tariffs as costs have reduced in this sector.

As the Council has updated the fixed data network and fixed-line telephony services whilst adopting increased agile working strategies for officers, it is apparent that the current Mobile Telephony service is no longer fit for purpose.

In Scope

- Mobile Telephony
- Mobile Handsets
- Mobile Data Connectivity
- Mobile Account Services

Out of Scope

- Fixed Data Networking
- Fixed-line Telephony
- Unified Communication Services

Solution

Virgin Media Business are delivering the Wide Area Network and Unify telephony service to Slough Borough Council. It is therefore intended to consolidate using O2(via Virgin) to provide a service platform. As O2 are the current suppliers of mobile technology and Virgin Media Business is the core network and fixed line telephony provider for the Council, there should be minimal service disruption. Virgin Media business has a strong partnership with O2 from both supplying O2 with Core infrastructure and O2 as supplier.

This will be purchased via the Crown Commercial Services framework via a published SSO (Standard Service Offer) from Virgin. The VMB SSO commercial terms are more favourable than other terms available for our requirements by providing:

- Consolidation of network provider to allow us to effectively rollout the Unified Communications proposition across the estate to facilitate mobile working.
- By having 1 single network provider across UnifiedC enables policies, platforms, end point software and security to all be assessed with rollout plans.
- By using Virgin Media Business it provides a collaborative overview of our current estate to enable further rollout out in terms of software, platforms and compatibility.

Savings

Current spend averages

Total Monthly average: £38K

Anticipated New VMB/O2 proposition

Anticipated Total Monthly average: £17K-£18K

Circa £20K per month savings to be realised (£960K over a 48 month period) from new mobile proposition. This is a significant cost saving initiative as well as providing a key platform for transformation.

Additional Benefits

Provision of £250k Technology fund – This will enable the Council to purchase handsets and devices up to £250k during the term of the contract without impacting the councils budgets further.

Recommendation

Recommendations (a) to (d) of the report are unchanged. The Cabinet is requested to consider the additional recommendation below:

- (e) That the Mobile Telephony Contract proposal as at paragraph 7.3 be approved, which would result in SBC making a spend commitment of £755K over 4 years to the new VMB/O2 contract, noting that the cost would be met from existing budgets).