



TO: YPI Charter Schools Board of Directors

FROM: Ryan Bradford, YPICS Director of Technology and Integration

DATE: 6/26/23

SUBJECT: Recommendation to approve VOIP contract with RingCentral

BACKGROUND

Board Member Dean Cho tasked the YPICS Tech Committee last fall to evaluate and look at moving to a new communications platform. Currently YPICS has several different platforms that staff use to communicate with various stakeholders. A challenge that we face with our current VOIP provider is that they require us to have a physical device at Bert Corona Charter School. With the current platform staff also does not have the ability to send SMS and MMS messages to parents. The current platform is also not fully deployed at Bert Corona Charter High School due to the high cost per line.

The goal of moving to one platform was to simplify our communication platforms by moving to a cloud based system, reduce annual costs, and expand our VOIP phones to Bert Corona Charter High School.

ANALYSIS

During the second semester Mr. Dueans and Mr. Bradford met with three different VOIP providers. After meeting with all three vendors an analysis was conducted using the criteria below.

- Overall cost of agreement
- Feature set of platform
- Depth of onboarding and implementation support

- Level of change that staff would be faced with
- Feedback provided by Board Member Dean Cho

After analyzing all three platforms and quotes it was decided that RingCentral would be a great fit for YPICS. RingCentral has a competitive cost, strong feature set, robust onboarding and implementation support, and was recommended by Board Member Cho.

RingCentral's cost was competitive with the other two quotes we received. What sets RingCentral apart from the other platform's cost is that they are offering us four free months of service credits to get started. These four months of service credits will help reduce our implementation costs by almost 50%.

All three vendors had similar feature sets but RingCentral stood out because of their integration with Google Workspace. We believe that the integration with Google Workspace will help with staff adoption of the platform since our staff works daily in Google Workspace. The Google Workspace integration will also help reduce the amount of work that the YPICS tech team has to do to deploy a new phone number.

One of the items that Board Member Cho wanted us to consider in making our decision was the level of onboarding, implementation, and ongoing support that a provider offers. RingCentral has a robust onboarding and implementation process with a dedicated implementation team to support us. Their team will help us with porting over our current phone numbers, building out the backend of the new platform, and user training for the tech team and non tech staff. We also will have a dedicated customer service representative and 24/7/365 tech support from their team.

RECOMMENDATION

It is recommended that the Board of Directors approve the 5 year agreement with RingCentral. By moving to RingCentral we will be able to accomplish all of our goals for simplifying our communications platform.

Attachment: RingCentral 5 Year Quote