



# COK EXCHANGE (EMAIL) UPGRADE

RS-19-018

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# Why Upgrade?

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- ❑ Current email product, MS Exchange 2010, reaches end of lifecycle for support in January 2020
- ❑ Current email system is no longer reliable
- ❑ Last year the COK employees experienced 60 hours of citywide email downtime
- ❑ When email downtime occurs, the public cannot email the COK and the COK cannot email internally or to the public
- ❑ The 60 hours of downtime caused an estimated 32,029 staff hours in production loss
- ❑ The hours of production loss equates to \$700,568

# Alternative 1 - MS EXCHANGE 2019

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- ❑ Basically a newer version of what we have now
- ❑ Released in 2018 with a lifecycle of 7 years
- ❑ Managed in-house
- ❑ No tech support – No guaranteed uptime
- ❑ COK responsible for new hardware, licenses, and software.
- ❑ One time cost of \$219,956
- ❑ Annual staff impact \$24,000

# Alternative 2 - MS Exchange 365

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- ❑ Hosted email solution
- ❑ 99.99% Uptime guaranteed by Microsoft
- ❑ COK would not have to purchase any additional hardware, software, or licenses
- ❑ Tech support provided
- ❑ Initial cost of migration for current software to hosting is \$126,991
- ❑ Annual subscription cost would be \$126,991

# Options

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OPTION 1	OPTION 2	OPTION 3
<u>Exchange 2010</u>	<u>Exchange 2019</u>	<u>Exchange 365</u>
<ul style="list-style-type: none"><li>• No updates</li></ul>	<ul style="list-style-type: none"><li>• 2025 Lifecycle</li></ul>	<ul style="list-style-type: none"><li>• Continuous</li></ul>
<ul style="list-style-type: none"><li>• Not supported</li></ul>	<ul style="list-style-type: none"><li>• Managed by COK</li></ul>	<ul style="list-style-type: none"><li>• MS Hosted</li></ul>
<ul style="list-style-type: none"><li>• 2018 lost productivity \$700,568</li></ul>	<ul style="list-style-type: none"><li>• One time cost \$219,956</li><li>• Annual \$24,000</li></ul>	<ul style="list-style-type: none"><li>• Migration \$126,991</li><li>• Annual \$126,991</li></ul>
<ul style="list-style-type: none"><li>• Ultimately system failure</li></ul>	<ul style="list-style-type: none"><li>• Downtime and lost production</li></ul>	<ul style="list-style-type: none"><li>• 99.99% guaranteed uptime</li></ul>

# Recommendation

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- Staff, and COK IT consultant, recommend the City Council approve the MS Exchange 365 Hosting upgrade and authorize the City Manager, or designee, to execute the terms and conditions of the agreement as allowed by state and local law