

screen shot from a Brazos County document

# **Replacing Brazos County's VoIP Telephone System**

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*Brazos County Commissioners Court  
June 17, 2025*

# Background:

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- Current VoIP system implemented **2008 - 2011**
- System will reach **end-of-support in December 2025**
- Outdated, difficult to support, aging hardware has failed
- Opportunity to modernize communication infrastructure
- Have actively been working towards replacing the system since **2017**

# History of VoIP Efforts

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**2008–2011:** Existing VoIP system implementation

**2015:** Began forecasting need to replace beginning in 2017

**2018:** Attempted switch to Synergy – failed (not on state contracts)

**2019:** RFP CIP 19-561 – No award (responses incomplete and/or overbudget)

**2024:** Attempted switch to RingCentral – failed (contractual issues)

**2025:** RFP process revised and restarted

# Goals

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- Reduce administrative and support burden
- Reduce complexity of infrastructure
- Improve Unified Communications and improve collaboration using Microsoft Teams
- Improve availability (e.g., 99.999% uptime)
- Enhance disaster recovery & call continuity
- Improve analytics & routing capabilities

# Next Steps

1. Permit Purchasing to advertise RFP for replacement VoIP system
2. Evaluate RFP responses July – August 2025
3. Target full migration before December 2025

# Risks of Inaction



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- No support after Dec. 2025, posing cybersecurity risks and loss of functionality
- Inability to add new phones
- Aging phones are failing
- **Increased citizen complaints** due to:
  - Frequent call drops
  - Restarting handsets
  - Unreliable voicemail greetings (e.g., jury schedules)

# Summary & Recommendation

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- The current system poses operational, financial, and reputational risks.
- A modern hosted VoIP solution integrated with Teams ensures continuity, flexibility, and cost efficiency.
- **Recommendation: Proceed with RFP process and vendor selection immediately.**



# Thank you

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Department