

From: Dan Landry [landryd@santacruzpl.org]

Sent: Thu 2/10/2011 11:51 AM

To: Ben Post

Cc:

Subject: SCPL Six Months OnSip

Hi Ben

Our monthly costs with OnSip have stabilized at around \$1500. The annual cost of \$18,000 as opposed to the \$105,000 annual cost makes us pretty happy. As you know we have a mix of network providers. Capitola has a 3.0 DSL connection. 5 locations are linked with 100M fiber and the remaining locations are on 16M Comcast cable. I should note that most of our calls are taken at the headquarters and downtown branch locations which are connected with fiber. Calls to/from other locations are minimal.

Our service quality has generally been very good. We have had some minor interruption in service which were for the most part caused by changes in our network configuration. Support from OnSip has been exemplary and support time to maintain the system locally has been minimal.

We are not happy with the we admin interface. It is slow and you can easily create problems if you are not careful. OnSip is aware of this and promising upgrades to resolve this issue.

Overall this has been a very successful project for us, great cost savings, a good feature set, and good support from OnSip. Thanks again Ben for your help in this transition. I'm happy to serve as a reference anytime and believe that many businesses and government agencies could benefit from moving to this solution.

Dan

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