**FOI Ref: 6126**

**Category(ies): Trust - IT**

**Subject: Communications and Services**

**Date Received: 01/12/2021**

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| **Your request:** | **Our response:** |
| **Telephony and UC/ Collaboration**  Please confirm the manufacturer of your telephony system(s) that are currently in place  When was the installation date of your telephony equipment?  When is your contract renewal date?  Who maintains your telephony system(s)?  Please confirm the value of the initial project  Please confirm the total ongoing annual spend on telephony  Please confirm the annual support cost for your telephony system  Do you use Unified Communications or Collaboration tools , if so which ones? | Avaya  March 2021  21/03/2024  Maintel  £362,000  £59,220 Support  £59,220  Unified Comms |
| **Contact Centre**  Please confirm the manufacturer of your contact centre system(s) that are currently in place?  When was the installation date of your contact centre infrastructure?  When is your contract renewal date?  Who maintains your contact centre system(s)?  Please confirm value of the initial project?  Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre | Netcall  March 2021  March 2026  Netcall  £83,722  Annual £50,527  Overall £285,830 |
| How many contact centre agents do you have?  Do agents work from home? Or just your offices?  Do you use a CRM in the contact centre? What platform is used?  Do you use a knowledge base / knowledge management platform? What platform is used? | 34  Offices  No  No |
| **Connectivity and Network Services**  Who provides your WAN and internet connectivity and the annual spend on each  Have you , or do you plan to deploy SD Wan services  Have you got SIP trunks, if so who from and confirm annual spend  Please confirm who provides your LAN, WIFI and Security infrastructure  Please confirm your annual spend on each  Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management | VMB and Redcentric  No  Maintel  £16,717  LAN and Wi-Fi – Managed Service (CVD), Security – internally provided by IT  N/A  Currently Brocade and HP – migrating to Extreme as part of managed service. Security internally provided by IT |
| **Organisation**  How many employees do you have overall within your organisation?  Can you provide contact details for your procurement lead / category manager for these services?  Can you provide names and contact details for the following people within your organisation?  • CIO / IT Director  • Head of IT  • Head of Digital Transformation  • Head of Customer services | c4900  Lisa Tearney  James Rawlinson  Ian Watson  James Rawlinson  Christine Hazlehurst |