**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 placeWhen 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 projectPlease confirm the total ongoing annual spend on telephonyPlease confirm the annual support cost for your telephony systemDo you use Unified Communications or Collaboration tools , if so which ones? | AvayaMarch 202121/03/2024Maintel£362,000£59,220 Support£59,220Unified 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 | NetcallMarch 2021March 2026Netcall£83,722Annual £50,527Overall £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? | 34OfficesNoNo |
| **Connectivity and Network Services**Who provides your WAN and internet connectivity and the annual spend on eachHave you , or do you plan to deploy SD Wan servicesHave you got SIP trunks, if so who from and confirm annual spendPlease confirm who provides your LAN, WIFI and Security infrastructurePlease confirm your annual spend on eachPlease confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management | VMB and RedcentricNoMaintel£16,717LAN and Wi-Fi – Managed Service (CVD), Security – internally provided by IT N/ACurrently 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 | c4900Lisa TearneyJames RawlinsonIan WatsonJames RawlinsonChristine Hazlehurst |