

Freedom of Information Act 2000 disclosure log entry

Reference

19-20318

Date sent

28/01/2020

Subject

Telephony Systems

Details of enquiry

Please confirm the manufacturer of your telephony system(s) that are currently in place?

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

When is your contract renewal date?

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?

Who maintains your contact centre system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

How many contact centre employees/agents do you have?

When is your contract renewal date?

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

How many employees do you have overall within your organisation?

Who currently provides your calls and lines?

What is your current annual spend on calls and lines?

When is your contract renewal date?

Are you using SIP or ISDN?

Do you use a wide area network?

Response Sent

I shall answer your questions below:

- 1) Please confirm the manufacturer of your telephony system(s) that are currently in place?

Cisco

- 2) When was the installation date of your telephony equipment?

2015/16

- 3) Who maintains your telephony system(s)?

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- 4) Please confirm value of the initial project and value of annual support/maintenance services (in £)?

We have carried out an extensive search of our records. Unfortunately due to changes in our administration process we do not hold the a record of the initial project and annual support at present.

- 5) When is your contract renewal date?

March 2020 (This is a three year autorenewal contract).

- 6) Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

We do not have a contact centre. We therefore consider questions six to 11 to be non applicable

- 7) When was the installation date of your contact centre infrastructure?

- 8) Who maintains your contact centre system(s)?

- 9) Please confirm value of the initial project and value of annual support/maintenance services (in £)?

- 10) How many contact centre employees/agents do you have?

- 11) When is your contract renewal date?

- 12) Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

We do not routinely use unified communications or collaboration tools

- 13) How many employees do you have overall within your organisation?

This information is already publically available and can be accessed using the following link:
<https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics>

14) Who currently provides your calls and lines?

BT, Virgin and Vodafone

15) What is your current annual spend on calls and lines?

Our current annual spend including support is £70,000.

16) When is your contract renewal date?

Our contract renewal date is February 2022

17) Are you using SIP or ISDN?

We are currently using SIP

18) Do you use a wide area network?

We use CoSector (ULCC)/NHS Digital