

## Freedom of Information Act 2000 disclosure log entry

### Reference

22-23140

### Date sent

30/09/22

### Subject

Telephony, Data Storage, MS Office

### Details of enquiry

1. Telephony and UC/ Collaboration
  - a. Please confirm the manufacturer of your telephony system(s) that are currently in place
  - b. When is your contract renewal date?
  - c. Who maintains your telephony system(s)?
  - d. Do you use Unified Communications or Collaboration tools , if so which ones?
2. Microsoft
  - a. What Microsoft 365 licence do you have across the business e.g. E3, E5
  - b. Which partner looks after your Microsoft tenant?
  - c. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?
3. Storage
  - a. Does your organisation use on-premise or cloud storage or both?
  - b. Please confirm the on-premise hardware manufacturer
  - c. Please confirm your cloud storage provider
  - d. What is your annual spend on cloud storage?
  - e. How do you back up your data and with who e.g. Backup as a Service

### Response sent

1. Telephony and UC/ Collaboration
  - a. Please confirm the manufacturer of your telephony system(s) that are currently in place  
**Cisco**
  - b. When is your contract renewal date?  
**31/03/23**
  - c. Who maintains your telephony system(s)?  
**Ultima business Solutions Ltd**
  - d. Do you use Unified Communications or Collaboration tools , if so which ones?  
**Microsoft Teams, Cisco Collaboration Tools**
2. Microsoft
  - a. What Microsoft 365 licence do you have across the business e.g. E3, E5  
**Microsoft Enterprise 365**
  - b. Which partner looks after your Microsoft tenant?  
**Trustmarque Business Solutions Ltd**

- c. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

Public Cloud

3. Storage

- a. Does your organisation use on-premise or cloud storage or both?

Both

- b. Please confirm the on-premise hardware manufacturer

Dell Corporation Ltd, Barracuda

- c. Please confirm your cloud storage provider

Microsoft for Public Cloud, Trustmarque is the vendor

Isotoma –Public Cloud

Small Worlders – Public Cloud

We have other cloud storage providers who include cloud hosting and support as part of our contract with them eg, Electronic Patient Record System

- d. What is your annual spend on cloud storage?

- MS O365 public cloud spend is roughly £10-15k per annum dependent upon usage, rest is part of the usual MS O365 licenses.
- Isotomer public cloud hosted: –£8,100 pa
- Small Worlders £9,600 pa

For many other applications, the hosting and application support is provided by the system suppliers, as part of their licensing package

- e. How do you back up your data and with who e.g. Backup as a Service  
Hardware and Cloud – internally managed