

28 January 2020

Information Rights & Compliance Team
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Our Ref: FOI/03536

Thank you for your request concerning Communications & Telephony systems.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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

We currently use at least six phone service suppliers – it is not certain whether they also manufacture the equipment.

BT N3 (BT VOIP using Virgin Media broadband hardware)
BT Global
BT FeatureNet
Mainstream Digital
Verizon
Unicom (also known as Beyond Telecom)

2. When was the installation date of your telephony equipment?

Our telephone systems were installed on various dates from 2013 to 2019.

3. Who maintains your telephony system(s)?

- Telecom Resource maintain Mainstream Digital phones and lines.
- BT IP Office maintain Waverley Road phone lines (Beyond Telecom supplier)
- BT maintain our Cisco telephones (N3 sites)
- Rostrum maintain our Avaya handsets (mainly Waverley Road)

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

We are unable to provide you with the requested value as detailed above as we do not report phone spend in this way.

However to be helpful we can confirm that we spent £701k on the provision of lines, calls, and maintenance in 18/19.

5. When is your contract renewal date?

Please see attached pdf.



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

Our Single Point of Access (SPA) uses Avaya telephones.

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

Please see the answer to question 2.

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

Please see the answer to question 3.

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

Please see answer to question 4.

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

52.

11. When is your contract renewal date?

Please see the pdf provided.

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?

Yes, we use Skype for Business.

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

This information is already in the public domain¹. Please follow this [link](#) to our Annual Report.

14. Who currently provides your calls and lines?

Our fixed lines are provided by Verizon Business and BT.

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

Please see the answer to Question 4.

16. When is your contract renewal date?

These are rolling contracts.

17. Are you using SIP or ISDN?

We use ISDN on several sites, but not all. We do not use SIP technology.

¹ Section 21 – Information is accessible through other means

18. Do you use a wide area network?

Yes.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

