

7 January 2022

Information Rights & Compliance Team
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Our Ref: FOI/04208

Thank you for your request concerning Communication & Services.

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

QUESTIONS

Telephony and UC/ Collaboration

1. Please confirm the manufacturer of your telephony system(s) that are currently in place
2. When was the installation date of your telephony equipment?
3. When is your contract renewal date?
4. Who maintains your telephony system(s)?
5. Please confirm the value of the initial project
6. Please confirm the total ongoing annual spend on telephony
7. Please confirm the annual support cost for your telephony system
8. Do you use Unified Communications or Collaboration tools , if so which ones?
Contact Centre
9. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
10. When was the installation date of your contact centre infrastructure?
11. When is your contract renewal date?
12. Who maintains your contact centre system(s)?
13. Please confirm value of the initial project?
14. Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre
15. How many contact centre agents do you have?
16. Do agents work from home? Or just your offices?
17. Do you use a CRM in the contact centre? What platform is used?
18. Do you use a knowledge base / knowledge management platform? What platform is used?
Connectivity and Network Services
19. Who provides your WAN and internet connectivity and the annual spend on each
20. Have you , or do you plan to deploy SD Wan services
21. Have you got SIP trunks, if so who from and confirm annual spend
22. Please confirm who provides your LAN, WIFI and Security infrastructure
23. Please confirm your annual spend on each
24. Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

ANSWER

The majority of these questions have been answered in our latest response to you¹. Please follow this [link](#) to FOI 3536 dated 28 January 2020. I can confirm there have been no changes.

If there are any specific questions you require answering not included in your previous request, please submit those questions directly.

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](#).



¹ Section 21 – Information is available through other means



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Our  values
Welcoming Kind Positive Respectful Professional