

Ref no: 179171219
From: Commercial
Date: 17/12/19
Subject: Communications & Telephony

REQUEST & RESPONSE

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

Cisco

When was the installation date of your telephony equipment?

Varying dates for different pieces of infrastructure.

Who maintains your telephony system(s)?

In house maintenance with external support from BTiNet.

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

***Please refer to end note.**

When is your contract renewal date?

03/2024

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

Cisco

When was the installation date of your contact centre infrastructure?

Varying dates for different pieces of infrastructure.

Who maintains your contact centre system(s)?

This is maintained in-house.

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

***Please refer to end note.**

How many contact centre employees/agents do you have?

Approx. 50

When is your contract renewal date?

03/2024

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?

- **Skype for Business**
- **Cisco**

How many employees do you have overall within your organisation?

6,100

Who currently provides your calls and lines?

Virgin

What is your current annual spend on calls and lines?

***Please refer to end note.**

When is your contract renewal date?

04/2021

Are you using SIP or ISDN?

Primarily SIP and ISDN as backup.

Do you use a wide area network?

Yes.

***Please Note:** The Trust considers your request to be exempt from disclosure in accordance with section 43.2 of the Freedom of

Information Act as to release this information would, or would be likely to, prejudice the commercial interests of the Trust or of the person to whom this information relates. The Trust has applied the public interest test to this request and feels that the public interest in maintaining the exemption outweighs the public interest in disclosure.