

Ref no: 096231019
From: Commercial
Date: 23/10/19
Subject: Telephony/Communications

REQUEST

I would like to request the following information for research purposes please. This will enable our company – IP Integration to potentially approach you with a maintenance contract for your telephony support when the time is right, rather than randomly!

Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

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- Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?

Cisco

- Approximately how many extensions does the system support across your organisation?

Approx. 3000

- Who is the incumbent/support partner for the maintenance of your VOIP/PBX?

BTiNet

- How many of those extensions are contact centre/customer service agents?

Approx 400

- When does your PBX/VOIP support contract expire?

March 2024