

## Information Governance

Medical Directorate  
NHS Grampian  
Rosehill House  
Foresterhill Site  
Cornhill Road  
Aberdeen  
AB25 2ZG



BY EMAIL  
Daniel Leonard  
[request-811173-  
5716afa6@whatdotheyknow.com](mailto:request-811173-5716afa6@whatdotheyknow.com)

Date 24 December 2021  
Our Ref FOI/2021/772  
Enquiries to Information Governance Team  
Extension 51319  
Direct Line 01224 551319  
Email [gram.foi@nhs.scot](mailto:gram.foi@nhs.scot)

Dear Mr Leonard

### **Freedom of Information (Scotland) Act 2002**

I refer to your e-mail dated 29 November 2021, requesting:

*“Telephony and UC/ Collaboration*

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

*When was the installation date of your telephony equipment?*

*When is your contract renewal date?*

*Who maintains your telephony system(s)?*

*Please confirm the value of the initial project*

*Please confirm the total ongoing annual spend on telephony*

*Please confirm the annual support cost for your telephony system*

*Do you use Unified Communications or Collaboration tools , if so which ones?*

*Contact Centre*

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

*When was the installation date of your contact centre infrastructure?*

*When is your contract renewal date?*

*Who maintains your contact centre system(s)?*

*Please confirm value of the initial project?*

*Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre*

*How many contact centre agents do you have?*

*Do agents work from home? Or just your offices?*

*Do you use a CRM in the contact centre? What platform is used?*

*Do you use a knowledge base / knowledge management platform? What platform is used?*

*Connectivity and Network Services*

*Who provides your WAN and internet connectivity and the annual spend on each*

*Have you , or do you plan to deploy SD Wan services*

*Have you got SIP trunks, if so who from and confirm annual spend*

*Please confirm who provides your LAN, WIFI and Security infrastructure*

*Please confirm your annual spend on each*

*Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management*

*Organisation*

*How many employees do you have overall within your organisation?*

*Can you provide contact details for your procurement lead / category manager for these services?*

*Can you provide names and contact details for the following people within your organisation?*

- *CIO / IT Director*
- *Head of IT*
- *Head of Digital Transformation*
- *Head of Customer services”*

I can now respond as follows:

**Telephony and UC/ Collaboration**

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

Mitel

**When was the installation date of your telephony equipment?**

Constant update and renewal since pre 2000

**When is your contract renewal date?**

31 December 2023

**Who maintains your telephony system(s)?**

Maintel Europe

**Please confirm the value of the initial project**

£330k

**Please confirm the total ongoing annual spend on telephony**

£160k

**Please confirm the annual support cost for your telephony system**

£110k

**Do you use Unified Communications or Collaboration tools , if so which ones?**

Mitel UC

**Contact Centre**

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

Netcall

**When was the installation date of your contact centre infrastructure?**

11 February 2020

**When is your contract renewal date?**

31 March 2022

**Who maintains your contact centre system(s)?**

Netcall

**Please confirm value of the initial project?**

£250k

**Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre**

£40k per annum

**How many contact centre agents do you have?**

429 Agents

**Do agents work from home? Or just your offices?**

Yes, they work at home and from the office

**Do you use a CRM in the contact centre? What platform is used?**

IT Service Desk use Landesk

**Do you use a knowledge base / knowledge management platform? What platform is used?**

No

**Connectivity and Network Services**

**Who provides your WAN and internet connectivity and the annual spend on each**  
BT COIN £84k / SWAN wan and Internet £24K / Vodafone Internet £12K

**Have you , or do you plan to deploy SD Wan services**

NO

**Have you got SIP trunks, if so who from and confirm annual spend**

NO

**Please confirm who provides your LAN, WIFI and Security infrastructure**

HP/Cisco /Not released for security reasons. This information is commercially sensitive; s.33(1)(b) of the Act refers – Disclosure would prejudice substantially commercial interests.

**Please confirm your annual spend on each**

Cisco £71k,

**Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management**

Not released for security reasons. This information is commercially sensitive; s.33(1)(b) of the Act refers – Disclosure would prejudice substantially commercial interests.

**Organisation**

**How many employees do you have overall within your organisation?**

Approximately 16,000 users.

**Can you provide contact details for your procurement lead / category manager for these services?**

Central Procurement Team

**Can you provide names and contact details for the following people within your organisation?**

• **CIO / IT Director**

N/A

• **Head of IT**

General Manager, eHealth, Scott Simm, [scott.sim@nhs.scot](mailto:scott.sim@nhs.scot)

Please note that providing contact details does not guarantee any business with NHS Grampian and all queries should be through the FOI process.

• **Head of Digital Transformation**

N/A

• **Head of Customer services**

N/A

Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Grampian has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commissioner.

A request for review must be made within 40 working days and should, in the first instance, be in writing to: Directorate of Corporate Communications, Foresterhill House, Foresterhill, Aberdeen, AB25 2ZB or by email to [gram.foi@nhs.scot](mailto:gram.foi@nhs.scot)

Requests for appeal can be made by using the Scottish Information Commissioner's online service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal) or should be made in writing to: Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS Telephone: 01334 464610, Fax: 01334 464611.

If you remain dissatisfied following an appeal to the Scottish Information Commissioner your recourse is to the Court of Session on a point of law.

Yours sincerely



**Roohi Bains**  
**Information Governance Manager & Deputy DPO**  
**NHS Grampian**