

FOI request - Reference: FOI-218155748
Title: Communications & Services

Your request:

Dear Sutton Borough Council,

I would like to request the following information relating to the council's spend on communications technology.

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

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

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

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

When is your contract renewal date?

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

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?

Who maintains your contact centre system(s)?

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

How many contact centre employees/agents do you have?

Do agents work from home? Or just your offices?

When is your contract renewal date?

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?

Who currently provides your calls and lines?

What is your current annual spend on calls and lines?

When is your contract renewal date?

Who provides your wide area network? How many sites are connected?

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

Yours faithfully,

Daniel Leonard

Please use this email address for all replies to this request:

request-670803-5db3d753@whatdotheyknow.com

Date of request: 17/06/2020

Any attached files: No