



Wales Office
Swyddfa Cymru



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Our Ref: 20FOI/75

22nd July 2020

Dear Mr Leonard,

FREEDOM OF INFORMATION ACT REQUEST

Thank you for your email of 20th July 2020 to the Wales Office in which you requested the following information:

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

Your request is being handled under the Freedom of Information Act 2000 (FOIA). We will endeavour to respond to your request within the twenty-working day deadline provided by section 10(1) of the Act and no later than 17th August 2020.

If you have any queries about this letter, please contact me at the above address. Please remember to quote the reference number above in any future communications.

Yours sincerely

Freedom of Information Team