



Core Services Directorate
Customer Information & Digital Services
David Robinson, Service Director

By email to:
Daniel Leonard
[request-670740-
74ebe8d3@whatdotheyknow.com](mailto:request-670740-74ebe8d3@whatdotheyknow.com)

My Ref: FOIA/5268
Your Ref:
Date: 25 August 2020
Enquiries to: John Shannon
Direct Dial: 01226 772435
E-Mail: informationrequests@barnsley.gov.uk

Dear Daniel

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the Core Directorate has now completed its search for the information which you requested by e-mail on 16 June 2020

Your questions and my findings are as follows: -

1. **Please confirm the manufacturer of your telephony system(s) that are currently in place?** We currently use Siemens & 3CX.
2. **When was the installation date of your telephony equipment?** We installed Siemens in 2010 and 3CX in 2020.
3. **Who maintains your telephony system(s)?** Maintenance is provided by HQT and the Telephony Group.
4. **Please confirm value of the initial project and value of annual support/maintenance services (in £)?** This information can be found in the contracts register via Barnsley MBC website.
5. **Does your annual maintenance service include moves, adds and changes?** Yes, it does.
And if not, what is the annual cost of moves, adds & changes? N/A
6. **When is your contract renewal date?** This information can be found in the contracts register via Barnsley MBC website.
7. **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?** We currently use Teams, Cisco and 3CX.
8. **Please confirm the manufacturer of your Contact centre system(s) that are currently in place?** The manufacturer is Cisco.
9. **When was the installation date of your contact centre infrastructure?** 2013
10. **Who maintains your contact centre system(s)?** Virgin Media Business.

- 11. Please confirm value of the initial project and value of annual support/maintenance services (in £)?** This information can be found in the contracts register via Barnsley MBC website.
- 12. How many contact centre employees/agents do you have?** We currently have 390 agents.
- 13. Do agents work from home? Or just your offices?** We work agile from various locations which includes home working, although over recent months we have had a 100% home-based workforce.
- 14. When is your contract renewal date?** This information can be found in the contracts register via Barnsley MBC website.
- 15. Do you use a CRM in the contact centre? What platform is used?** We currently use Lagan which is due to be replaced at the end of the year by an in-house solution.
- 16. Do you use a knowledge base / knowledge management platform? What platform is used?** We use SharePoint.
- 17. Who currently provides your calls and lines?** Gamma and BT/VMB.
- 18. What is your current annual spend on calls and lines?** This information can be found in the contracts register via Barnsley MBC website.
- 19. When is your contract renewal date?** This information can be found in the contracts register via Barnsley MBC website.
- 20. Who provides your wide area network? How many sites are connected?** Virgin Media and Talk Straight are our WAN providers, all our sites have WAN access.
- 21. How many employees do you have overall within your organisation?** We have 2500.
- 22. Can you provide contact details for your procurement lead / category manager for these services? Contact details are via e-mail:**
contractscommissioning@barnsley.gov.uk
- 23. Can you provide names and contact details for the following people within your organisation?**
IT Director: David Robinson, Service Director Customer, Information & Digital Services
Head of IT Service Management: Sara Hydon
Head of IT Service Improvement: Kay Deacey-Coulton
Head of Customer Access: Hazel Shaw

If you have any queries about this letter, please contact John Shannon on (01226) 772435. Please remember to quote the reference number above in any future communications.

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If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Customer Feedback and Improvement Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
website address: www.ico.org.uk

Yours sincerely

A handwritten signature in black ink, consisting of a stylized, cursive 'D' followed by a horizontal line extending to the right.

David Robinson
Service Director – Customer Information & Digital Services

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