

Our ref: FOI\_4613  
Friday, 09 April 2021

Royal Papworth Hospital NHS Foundation Trust

Papworth Road  
Cambridge Biomedical Campus  
Cambridge  
CB2 0AY

Dear Daniel,

Tel: 01223 638000  
[www.royalpapworth.nhs.uk](http://www.royalpapworth.nhs.uk)

Thank you for your request for information  
made under provision of the Freedom of Information Act 2000.

**Please find the Trust's response to your query below (Reference FOI\_4613)**

Telephony and UC/ Collaboration

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

When was the installation date of your telephony equipment? **2019**

When is your contract renewal date? **2022**

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

Please confirm the value of the initial project **£100,708**

Please confirm the total ongoing annual spend on telephony **£38,000**

Please confirm the annual support cost for your telephony system **£23,000**

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

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? **2019**

When is your contract renewal date? **2022**

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

Please confirm value of the initial project? **£105,372**



Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre **£26,102**

How many contact centre agents do you have? **10**

Do agents work from home? Or just your offices? **The office on shift. Maximum of 3 at any one time**

Do you use a CRM in the contact centre? What platform is used? **No**

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 **Gamma annual spend approx. £26,000**

Have you , or do you plan to deploy SD Wan services **Not at present**

Have you got SIP trunks, if so who from and confirm annual spend **Yes, Gamma, spend £9,000**

Please confirm who provides your LAN, WIFI and Security infrastructure : **Royal Papworth Hospital consider this information to be exempt under sections 31(1)(a) as releasing the information may result in criminal activity and 31(1)(g) may impact the ability for the Trust to undertake it's daily functions. A public interest test has been undertaken, which has shown that the public interest is better served by withholding this information, due to the possibility of healthcare services not being available if a successful hacking attempt occurred and the cost to the public purse of rectifying any damage done in such an attack.**

Please confirm your annual spend on each **£28,000 per annum**

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management **Royal Papworth Hospital consider this information to be exempt under sections 31(1)(a) as releasing the information may result in criminal activity and 31(1)(g) may impact the ability for the Trust to undertake it's daily functions. A public interest test has been undertaken, which has shown that the public interest is better served by withholding this information, due to the possibility of healthcare services not being available if a successful hacking attempt occurred and the cost to the public purse of rectifying any damage done in such an attack.**

#### Organisation

How many employees do you have overall within your organisation? **2100**



Can you provide contact details for your procurement lead / category manager for these services? **Chris Goodier**, [chris.goodier@nhs.net](mailto:chris.goodier@nhs.net)

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

- CIO / IT Director **Andrew Raynes**, [andrew.raynes1@nhs.net](mailto:andrew.raynes1@nhs.net)
- Head of IT **Nick Kirk**, [nkirk@nhs.net](mailto:nkirk@nhs.net)
- Head of Digital Transformation, **Eamonn Gorman** [egorman@nhs.net](mailto:egorman@nhs.net)
- Head of Customer services, **Richard Bowes**, [richard.bowes@nhs.net](mailto:richard.bowes@nhs.net)

Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2005. This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

The Trust hopes this information is of help to you but if you are not satisfied with the Trust's response, or want to complain about the way in which your request has been handled, you are entitled to request an internal review. This request should be received by the Trust within two months of your receipt of the Trust's original response.

To request an internal review, please contact the Information Governance Manager at [papworth.foidept@nhs.net](mailto:papworth.foidept@nhs.net) or write to: the Information Governance Manager, Royal Papworth Hospital NHS Foundation Trust, Papworth Road, Cambridge Biomedical Campus Cambridge, CB2 0AY. Should your complaint not be upheld, you can appeal against this decision by contacting the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF (telephone number: 08456 30 60 60).

Yours sincerely

Angela Morrison

**Senior Subject Access Request and Digital Administrator**

