



THE BRITISH LIBRARY

96 Euston Road
London
NW1 2DB

T +44 (0)330 333 1144
www.bl.uk

THE WORLD'S KNOWLEDGE

Daniel Leonard
request-739659-c4c7e235@whatdotheyknow.com

20 April 2021

Dear Daniel

FREEDOM OF INFORMATION ACT 2000 – REQUEST 2127

Thank you for your request for information, which we received on 23 March 2021.
You asked us

Telephony and UC/ Collaboration

- 1. Please confirm the manufacturer of your telephony system(s) that are currently in place –**
Mitel, Siemens
- 2. When was the installation date of your telephony equipment?**
Over seven years ago.
- 3. When is your contract renewal date?**
This is a rolling annual contract - Mitel February and Siemens July
- 4. Who maintains your telephony system(s)?**
Britannic, 4Sight
- 5. Please confirm the value of the initial project –**
The British Library no longer holds this information. As it took place over seven years ago and related financial documentation has been disposed of in line with the Library's Records Management Policy and its associated Retention Schedules. As such the Library is unable to assist you further with this aspect of your request. The Library's Records Management Policy can be found at:
<https://www.bl.uk/britishlibrary/~media/intranet/docs/policies/information%20and%20it/records%20management%20policy.pdf>.
- 6. Please confirm the total ongoing annual spend on telephony**
£39,324.60 (Maintenance costs)
- 7. Please confirm the annual support cost for your telephony system**
Britannic - £16,249.60
4Sight - £23,075.00

Stephanie Hughes
Information Compliance Assistant
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- 8. Do you use Unified Communications or Collaboration tools, if so which ones?**

M365

Contact Centre

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

Mitel

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

Over seven years ago.

- 11. When is your contract renewal date?**

This is a rolling annual contract renewed each February.

- 12. Who maintains your contact centre system(s)?**

Britannic

- 13. Please confirm value of the initial project?**

The British Library no longer holds this information. As it took place over seven years ago and related financial documentation has been disposed of in line with the Library's Records Management Policy and its associated Retention Schedules. As such the Library is unable to assist you further with this aspect of your request. The Library's Records Management Policy can be found at:

<https://www.bl.uk/britishlibrary/~media/intranet/docs/policies/information%20and%20it/records%20management%20policy.pdf>.

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

£16,249.60 maintenance. There is no additional spend on the contact centre systems.

- 15. How many contact centre agents do you have?**

75

- 16. Do agents work from home? Or just your offices?**

Both

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

Microsoft Dynamics 365

- 18. Do you use a knowledge base / knowledge management platform? What platform is used? –**

The Library does not use a knowledge base for its contact centre.

Stephanie Hughes

Information Compliance Assistant

T +44 (0)20 7412 7234 Stephanie.hughes@bl.uk

Connectivity and Network Services

19. Who provides your WAN and internet connectivity and the annual spend on each:

NorthPB, Virgin

20. Have you, or do you plan to deploy SD Wan services:

The Library has no current plans in this area.

21. Have you got SIP trunks, if so who from and confirm annual spend:

4Sight	£23,075
Vodafone	£30,000

22. Please confirm who provides your LAN, WIFI and Security infrastructure

- NorthPB (LAN, WIFI)
- Next Generation Security
- Darktrace
- Outpost24
- Cancom UK&I

23. Please confirm your annual spend on each

NorthPB (LAN)	£58,946.43
NorthPB (WIFI)	£65,761.40
Next Generation Security	£63,747.00
Darktrace	£62,595.00
Outpost24	£20,355.00

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

The Library uses various security and threat management tools, including tools provided by Darktrace, Alienvault, Nessus, and Outscan.

Organisation

25. How many employees do you have overall within your organisation?

As of 30 September 2020, which is the last time that the Library took a snapshot of our HR database for statistical purposes, the Library had 1,605 employees.

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

Nikki Rowbottom, Head of Supply Chain Management, nikki.rowbottom@bl.uk

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

CIO / IT Director	N/A	N/A
Head of IT	Steve Lenton	Steve.Lenton@bl.uk
Head of Digital Transformation	N/A	N/A
Head of Customer services	Andy Appleyard	Andy.Appleyard@bl.uk

If you are unhappy with our response to your request and wish to make a complaint or request a review of our decision, you should write to:

The Chief Executive
The British Library
96 Euston Road
London
NW1 2DB

Please note, complaints and requests for internal review received more than two months after the initial decision will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.

Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone 0303 123 1113 or 01625 54 57 45

Website <https://ico.org.uk/>

Yours sincerely

Stephanie Hughes