



Tuesday, 06 July 2021

Name: Daniel Leonard

Email: <[request-739669-0a017f53@whatdotheyknow.com](mailto:request-739669-0a017f53@whatdotheyknow.com)>

Dear Daniel

**Freedom of Information Act Request: #2386**

In reference to your FOI request:

Telephony and UC/ Collaboration

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

When was the installation date of your telephony equipment?  
**Circa 1985**

When is your contract renewal date?  
**Rolling annual contract**

Who maintains your telephony system(s)?  
**Contract with neighbouring Trust for telecommunications plus Daisy Services for Hardware support.**

Please confirm the value of the initial project  
**Unknown**

Please confirm the total ongoing annual spend on telephony  
**circa £185k (includes switchboard services)**

Please confirm the annual support cost for your telephony system  
**circa £22k for Hardware Support**

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

Contact Centre – **N/A**

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?

When is your contract renewal date?

Who maintains your contact centre system(s)?

Please confirm value of the initial project?

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

How many contact centre agents do you have?

Do agents work from home? Or just your offices?

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?

#### Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each  
**Convergence Provide Internet Connectivity to the Trust. We are in the process of a scoping exercise to upgrade our line to 10G.**

Have you , or do you plan to deploy SD Wan services  
**We have no plans to deploy SD Wan services.**

Have you got SIP trunks, if so who from and confirm annual spend  
**We have no plans to get SIP trunks.**

Please confirm who provides your LAN, WIFI and Security infrastructure  
**Cisco and Rapid 7.**

Please confirm your annual spend on each  
**Cisco has been bought outright. £65,000 spent on Rapid 7.**

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management  
**This is currently under review.**

#### Organisation

How many employees do you have overall within your organisation?  
**Approximately 1400.**

Can you provide contact details for your procurement lead / category manager for these services?  
**Matt Mitchell**



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

- CIO / IT Director – **we currently do not have one.**
- Head of IT – **Matt Maycock.** [matt.maycock@nhs.net](mailto:matt.maycock@nhs.net)
- Head of Digital Transformation – **Phil Begg.** [phil.begg@nhs.net](mailto:phil.begg@nhs.net)
- Head of Customer services – **we currently do not have one.**

I hope that this response answers your request, however please let me know if it does not. If you are unhappy with the Trust's response you can appeal to:

Jo Williams  
Chief Executive  
The Royal Orthopaedic NHS Foundation Trust  
Trust Headquarters  
Bristol Road South  
Birmingham  
B31 2AP

If you then remain dissatisfied, you have the right under section 50 of the Freedom of Information Act to apply to the Information Commissioner to seek resolution to the matter.

Further details can be found on the website: <https://ico.org.uk/>

Yours sincerely

**Simon Grainger-Lloyd**  
**Director of Corporate Affairs & Company Secretary**