

Our Ref: FOI - 1670 - Comms and Telephony Systems

Request & Trust Response

Question	Trust Response
Please confirm the manufacturer of your telephony system(s) that are currently in place?	Cisco
When was the installation date of your telephony equipment?	Over 5 years ago
Who maintains your telephony system(s)?	ANS
Please confirm value of the initial project and value of annual support/maintenance services (in £)?	It has been deemed that the value of initial project and annual support/maintenance falls under the qualified exemption in section 43 of the Freedom of Information Act 2000, which relates to commercial interests. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. At present we consider that the information that you have requested would harm our commercial interests if disclosed.
When is your contract renewal date?	17/01/2021
Please confirm the manufacturer of your Contact centre system(s) that are currently in place?	Cisco
When was the installation date of your contact centre infrastructure?	Over 5 years ago
Who maintains your contact centre system(s)?	ANS
Please confirm value of the initial project and value of annual support/maintenance services (in £)?	It has been deemed that the value of initial project and annual support/maintenance falls under the qualified exemption in section 43 of the Freedom of Information Act 2000, which relates to commercial interests. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. Jagtar Singh OBE – Chair Simon Gilby – Chief Executive

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	At present we consider that the information that you have requested would harm our commercial interests if disclosed.
How many contact centre employees/agents do you have?	We are licenced for 146 users
When is your contract renewal date?	01/04/2020
Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?	Cisco
How many employees do you have overall within your organisation?	4500
Who currently provides your calls and lines?	Gamma
What is your current annual spend on calls and lines?	<p>It has been deemed that the current annual spend on calls and lines falls under the qualified exemption in section 43 of the Freedom of Information Act 2000, which relates to commercial interests. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.</p> <p>At present we consider that the information that you have requested would harm our commercial interests if disclosed.</p>
When is your contract renewal date?	30/10/2022
Are you using SIP or ISDN?	SIP
Do you use a wide area network?	Yes

Jagtar Singh OBE – Chair
Simon Gilby – Chief Executive

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