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Daniel Leonard
request-627960-f980a9b0@whatdotheyknow.com

07 January 2020

Dear Daniel

PRIVATE and CONFIDENTIAL

RE: Freedom of Information Request received 17 December 2019

I am responding to your recent enquiry. You requested the following information:

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?
Siemens and Mitel
2. When was the installation date of your telephony equipment? **1997 and 2010**
3. Who maintains your telephony system(s)? **Maintel**
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)? **The Trust deems this information to be commercially sensitive and exempt from disclosure under Section 43 of the Act. The Trust has considered the public interest in disclosure and considers that there is a greater interest in maintaining the exemption.**
5. When is your contract renewal date? **The Trust deems this information to be commercially sensitive and exempt from disclosure under Section 43 of the Act. The Trust has considered the public interest in disclosure and considers that there is a greater interest in maintaining the exemption.**
6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
Mitel
7. When was the installation date of your contact centre infrastructure? **2010**
8. Who maintains your contact centre system(s)? **Maintel**
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)? **The Trust deems this information to be commercially sensitive and exempt from**

disclosure under Section 43 of the Act. The Trust has considered the public interest in disclosure and considers that there is a greater interest in maintaining the exemption.

10. How many contact centre employees/agents do you have? **30**
11. When is your contract renewal date? **The Trust deems this information to be commercially sensitive and exempt from disclosure under Section 43 of the Act. The Trust has considered the public interest in disclosure and considers that there is a greater interest in maintaining the exemption.**
12. 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? **Skype and MS Teams**
13. How many employees do you have overall within your organisation? **c4500**
14. Who currently provides your calls and lines? **Maintel**
15. What is your current annual spend on calls and lines? **The Trust deems this information to be commercially sensitive and exempt from disclosure under Section 43 of the Act. The Trust has considered the public interest in disclosure and considers that there is a greater interest in maintaining the exemption.**
16. When is your contract renewal date? **The Trust deems this information to be commercially sensitive and exempt from disclosure under Section 43 of the Act. The Trust has considered the public interest in disclosure and considers that there is a greater interest in maintaining the exemption.**
17. Are you using SIP or ISDN? **Both**
18. Do you use a wide area network? **Yes**

If you are not satisfied with the way in which your enquiry has been addressed please write in the first instance to the Chief Executive, Trust Headquarters, at the above address.

Yours sincerely

Liz Beardsall
Deputy Trust Secretary
Dorset County Hospital NHS Foundation Trust

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