

Information Governance Department

Rothwell Road

Kettering

Northants

NN16 8UZ

Main Switchboard: 01536 492000

Web: www.kgh.nhs.uk

Our Ref: 23727

17 January 2020

Dear Requestor

Thank you for your Freedom of Information request which was received within the Trust. In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold information relevant to your request.

Please confirm the manufacturer of your telephony system(s) that are currently in place? [Avaya](#)

When was the installation date of your telephony equipment? [March 2012](#)

Who maintains your telephony system(s)? [Maintel Europe Ltd.](#)

Please confirm value of the initial project and value of annual support/maintenance services (in £)? [Initially £400k and then £27,157.00 \(this includes Wireless and telephony support\)](#)

When is your contract renewal date? [31 March 2021](#)

Please confirm the manufacturer of your Contact centre system(s) that are currently in place? [Avaya](#)

When was the installation date of your contact centre infrastructure? [March 2012](#)

Who maintains your contact centre system(s)? [Maintel Europe Ltd.](#)

Please confirm value of the initial project and value of annual support/maintenance services (in £)? [Not separately itemised from project /support values previously quoted.](#)

How many contact centre employees/agents do you have? [56](#)

When is your contract renewal date? [31 March 2021](#)

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? [None](#)

How many employees do you have overall within your organisation? [4393](#)

Who currently provides your calls and lines? [BT](#)

What is your current annual spend on calls and lines? [c. £180k](#)

When is your contract renewal date? [In negotiation](#)

Are you using SIP or ISDN? [ISDN+SIP](#)

Do you use a wide area network? [Yes](#)

Yours sincerely

Adam Brown
IG and DP Specialist

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If you are not satisfied with the Trust's response you may ask for an independent internal review by writing to the:-

Information Governance Manager
Kettering General Hospital NHS Foundation Trust
Rothwell Road
Kettering
Northants
NN16 8UZ

If you remain dissatisfied after this internal review of the Trust's decision you may wish to make an approach to the Information Commissioner.

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire,
SK95 5AF

<http://www.ico.gov.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 have been complied with. He can issue an enforcement notice to the Trust ordering it to comply with your request.