FOI 6443 – Q and A Response

Please confirm the manufacturer of your telephony system(s) that are currently in place?
When was the installation date of your telephony equipment?
Who maintains your telephony system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?
When is your contract renewal date?

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?
Who maintains your contact centre system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?
How many contact centre employees/agents do you have?
When is your contract renewal date?

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?

How many employees do you have overall within your organisation?

Who currently provides your calls and lines?
What is your current annual spend on calls and lines?
When is your contract renewal date?
Are you using SIP or ISDN?
Do you use a wide area network?

This information is exempted under Section 21 of the Act, which exempts information accessible to the applicant by other means. This information is already publicly available on our website. Please see the link https://www.kch.nhs.uk/about/corporate/foi/foi-faqs (please scan down page for ICT FAQ's).

The number of Trust employees can be found in the Trust annual report via the Trust website at the following link: Corporate publications - King's College Hospital NHS Foundation Trust, this information is also exempted under Section 21 of the Act, which exempts information accessible to the applicant by other means.