

Freedom of Information Report **FOI / 9900**

Question (dated: 17/12/19) **Requestor Category: Business**

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?
2. When was the installation date of your telephony equipment?
3. Who maintains your telephony system(s)?
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
5. When is your contract renewal date?
6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
7. When was the installation date of your contact centre infrastructure?
8. Who maintains your contact centre system(s)?
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
10. How many contact centre employees/agents do you have?
11. When is your contract renewal date?
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?
13. How many employees do you have overall within your organisation?
14. Who currently provides your calls and lines?
15. What is your current annual spend on calls and lines?
16. When is your contract renewal date?
17. Are you using SIP or ISDN?

18. Do you use a wide area network?

Response – Salford Royal NHS Foundation Trust

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?
Cisco
2. When was the installation date of your telephony equipment?
Approximately 2010
3. Who maintains your telephony system(s)?
Block
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
Current support contract value is £9300
5. When is your contract renewal date?
July 2020
6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
Cisco
7. When was the installation date of your contact centre infrastructure?
Approximately 2010
8. Who maintains your contact centre system(s)?
Block
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
Current support contract value is £9300 which includes all telephony
10. How many contact centre employees/agents do you have?
The Trust has a 30 seat licence
11. When is your contract renewal date?
July 2020
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?

Not applicable

13. How many employees do you have overall within your organisation?

Salford Royal NHS Foundation Trust published its annual accounts on the Trust website. In line with Section 21 of the act, please follow the link below to find information requested.

<http://www.srft.nhs.uk/media-centre/publications/annual-reports-and-reviews/>

14. Who currently provides your calls and lines?

Vodafone/Daisy/Timico

15. What is your current annual spend on calls and lines?

- a. **Vodafone telephone costs approx. £74k incl. VAT**
- b. **Daisy telephone costs approx. £30k incl. VAT**
- c. **Timico telephone costs approx. £36k incl. VAT**

16. When is your contract renewal date?

- a. **Vodafone – rolling contract**
- b. **Daisy – March 2021**
- c. **Timico – March 2020**

17. Are you using SIP or ISDN?

ISDN

18. Do you use a wide area network?

Yes

Response – Pennine Acute Hospitals NHS Trust

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?

Siemens/Unify

2. When was the installation date of your telephony equipment?

Approximately 1990

3. Who maintains your telephony system(s)?

Virgin Media Business

4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?

Annual Maintenance Support £117k

5. When is your contract renewal date?
June 1st 2020
6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
Siemens/Unify
7. When was the installation date of your contact centre infrastructure?
Approximately 2008
8. Who maintains your contact centre system(s)?
Virgin Media Business
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
Annual Maintenance Support incorporated within telephony support
10. How many contact centre employees/agents do you have?
Approximately 250
11. When is your contract renewal date?
June 1st 2020
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?
Currently installing Cisco Collaboration Suite
13. How many employees do you have overall within your organisation?
Pennine Acute Hospitals NHS Trust published its annual accounts on the Trust website. In line with Section 21 of the act, please follow the link below to find information requested.

<http://www.pat.nhs.uk/about-us/annual-reports.htm>
14. Who currently provides your calls and lines?
Virgin Media Business
15. What is your current annual spend on calls and lines?
2018/19 Spend £5,922,504 - Virgin
16. When is your contract renewal date?
May 2020
17. Are you using SIP or ISDN?
SIP and ISDN
18. Do you use a wide area network?
Yes