

Freedom of Information Report **FOI / 12175**

Question (dated:25/08/2022)
Requestor Category: whatdotheyknow

1. Telephony and UC/ Collaboration
 - a. Please confirm the manufacturer of your telephony system(s) that are currently in place
 - b. When is your contract renewal date?
 - c. Who maintains your telephony system(s)?
 - d. Do you use Unified Communications or Collaboration tools , if so which ones?
2. Microsoft
 - a) What Microsoft 365 licence do you have across the business e.g. E3, E5
 - b) Which partner looks after your Microsoft tenant?
 - c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?
3. Storage
 - a. Does your organisation use on-premise or cloud storage or both?
 - b. Please confirm the on-premise hardware manufacturer
 - c. Please confirm your cloud storage provider
 - d. What is your annual spend on cloud storage?
 - e. How do you back up your data and with who e.g. Backup as a Service

Response – Northern Care Alliance NHS Foundation Trust

1. **Telephony and UC/ Collaboration**
 - a. Please confirm the manufacturer of your telephony system(s) that are currently in place
Pennine - Cisco and Unify
Salford - Cisco
 - b. When is your contract renewal date?
Renewal date is 13/07/2023 for Unify and 20/04/2026 for Cisco UCM.
Salford - 2024
 - c. Who maintains your telephony system(s)?
Pennine - Virgin Media Business
Salford - Block
 - d. Do you use Unified Communications or Collaboration tools , if so which ones?

Pennine - CUCM, UCCX, Finesse, Quality Manager, iMagical
Salford – Jabba

2. Microsoft

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5
Pennine - Office 365 E3
Salford – E3
- b) Which partner looks after your Microsoft tenant?
Pennine – Softcat
Salford – Softcat
- c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?
Pennine - Mostly on premise with a handful in the cloud
Salford – Both on Premise and Public Cloud

3. Storage

- a. Does your organisation use on-premise or cloud storage or both?
Pennine - On Premise.
Salford – Both
- b. Please confirm the on-premise hardware manufacturer
Pennine - This information is commercially sensitive.
Salford - Dell
- c. Please confirm your cloud storage provider
Pennine - This information is commercially sensitive.
Salford – Microsoft
- d. What is your annual spend on cloud storage?
Pennine - N/A
Salford – Current annual spend on Azure is £672k + VAT
- e. How do you back up your data and with who e.g. Backup as a Service
Pennine - This information is commercially sensitive.
Salford – On Premise, Dell