

University Hospitals Plymouth NHS Trust  
Freedom of Information  
Information Governance Team  
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Plymouth  
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FOI email: [plh-tr.foi-requests@nhs.net](mailto:plh-tr.foi-requests@nhs.net)  
FOI webpage: <https://www.plymouthhospitals.nhs.uk/foi>

22<sup>nd</sup> September 2022

Date request received: 24/08/2022  
Our Ref: 22FOI305

[request-890393-18ec0948@whatdotheyknow.com](mailto:request-890393-18ec0948@whatdotheyknow.com)

Dear Philip Mansfield

**Date request received:** 24/08/2022  
**Disclosure due date:** 22/09/2022  
**Disclosure date:** 22/09/2022

.....  
**Freedom of Information Act (FOI) 2000 – Response**

We are writing with the Trust's response to your FOI request above.

**For organisational context**

University Hospitals Plymouth NHS Trust is the largest teaching hospital trust in the South West. For more information about the Trust please see our website: <https://www.plymouthhospitals.nhs.uk/about-us> and Trust contact details are available on the website at <http://www.plymouthhospitals.nhs.uk/contact-us>.

**You asked**

1. **Telephony and UC/ Collaboration**
  - a. **Please confirm the manufacturer of your telephony system(s) that are currently in place**

Maintel
  - b. **When is your contract renewal date?**

31/03/2025

**c. Who maintains your telephony system(s)?**

Maintel, Corporate Systems

**d. Do you use Unified Communications or Collaboration tools, if so which ones?**

Maintel - SIP and Data connection Trunks

**2. Microsoft**

**a. What Microsoft 365 licence do you have across the business e.g. E3, E5**

11767 - EntMobandSecE3Full ShrdSvr ALNG SubsVL MVL  
11517 - M365AppsForEnterprise ShrdSvr ALNG SubsVL  
250 - O365E3 ShrdSvr ALNG SubsVL MVL PerUsr

**b. Which partner looks after your Microsoft tenant?**

SCC Is our Microsoft LAR.

**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?**

Hosted by AZURE cloud services.

**3. Storage**

**a. Does your organisation use on-premise or cloud storage or both?**

On Premise

**b. Please confirm the on-premise hardware manufacturer**

Dell

**c. Please confirm your cloud storage provider**

N/A

**d. What is your annual spend on cloud storage?**

N/A

**e. How do you back up your data and with who e.g. Backup as a Service**

On premise Commvault and copied to Orium Cloud

**Legal notes**

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified.

**Attachments included:** No

**Internal review**

Please note that if you are unhappy with this FOI response then you have the right to request that the Trust conducts an internal review. This request should preferably be by email to [plh-tr.foi-requests@nhs.net](mailto:plh-tr.foi-requests@nhs.net) or you can write to the address on the letter head. We will then arrange for an internal review of this FOI response. The Trust will also usually deal with disputes as an internal review.

Following the outcome of our internal review, if you remain dissatisfied, then you have the right to appeal to the Information Commissioner's Office (ICO) at:

Website: <https://ico.org.uk/make-a-complaint/> Tel: 01625 545 700

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Re-use of Public Sector Information Regulations 2015**

Provision under both the FOI Act 2000 and Environmental Information Regulations 2004 does not entitle you to re-use the information without appropriate permissions. The Trust is happy for its part to allow requesters to re-use the information it supplies under these laws; except for staff contact details.

We **do not** permit the forwarding or sale of staff/departmental contact details to any other third party and a specific Re-use of Information Regulations request is required for this purpose. No individual has provided consent for this purpose, and it is not legal under GDPR. Other information can be re-used in compliance with the open Government Licence terms: Please click [here](#)

If relevant, you will need the permission of other information owners. This can occur when you receive a document that is co-authored or where the ownership is with another organisation.

Yours sincerely

Freedom of Information, Information Governance Team  
University Hospitals Plymouth NHS Trust