

1. Telephony and UC/ Collaboration

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

The telephony system used by the councils is based on Cisco, but is delivered via a managed services contract including IT which runs Aug 2016-Sept 2025

b. When is your contract renewal date?.

The managed services contract which includes telephony is set to finish in Sept 2025

c. Who maintains your telephony system(s)?

Telephony is delivered by Capita as part of their managed services contract for IT and other services.

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

The councils do use MS Teams but do not have any unified communications tools implemented.

2. Microsoft

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

The councils mostly purchase E3 licences.

b) Which partner looks after your Microsoft tenant?

The councils do not have their own Microsoft tenant, the tenant is provided by Capita as part of the managed services contract for IT.

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?

A larger number of applications are provided by Software-as-a-Service (SaaS), a small number of applications run from Capita co-location datacentres.

3. Storage

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

Network storage is provided under the managed services contract for IT and network provisioned storage resides in Capita datacentres.

b. Please confirm the on-premise hardware manufacturer

The councils currently purchase managed laptops which are Dell. All other hardware is part of the the managed services contract for IT and belongs to Capita.

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

Backups are provided by Capita under the managed services contract covering IT.