



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Date: 13th December 2023

Email:

Dear,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 231027.

You requested the following information, please also see our response below:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- 1. contact centre contract(s)**
- 2. inbound network services contract (s)**

The first part of my request relates to contact centre service contracts which could relate to one of the following:

Advanced call distribution to control the flow of calls and maximise customer experience

- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram**

We are not disclosing this information under the Cyber Security Act

- 3 Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

None

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract

Fournet Technology Ltd

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

£293K per annum.

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

3 years with optional +1+1

4. Contract Expiry: For each supplier, please state the date of when the contract expires.

30th September 2024

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

March 2024

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

Supply and management of service.

7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.

This is the personal information of a third-party. We are not disclosing this information under the FOI Act section 40(2). This would contravene the data protection principles.

Generic email address: it.marketing@secamb.nhs.uk

8. Number of Agents; please provide me with the total number of contact centre agents;

2900 logins

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

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10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Avaya

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

MS Office 365

12. Number of email users: Approximate number of email users across the organisations.

Approximately 4500 email users.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- 1. 0800, 0845, 0870, 0844, 0300 number**
- 2. Routing of calls**
- 3. Caller Identifier**
- 4. Caller Profile- linking caller details with caller records**
- 5. Interactive voice response (IVR)**

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

BT Business and Public Sector (Call Routing and NGNs and EISEC Call Linking)

2 Fournet Technology Ltd (Routing of Calls / NGNs /IVR)

3 Cleric (Caller Identifier/Linking)

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

BT Inbound - £42,182.67

Our IVR - £2,097.37

3. Contract Expiry: For each supplier, please state the date of when the contract expires.

30th September 2024

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

2 March 2024

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract

Inbound calls via 0300 and caller identification via EISEC

6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

We are not disclosing this information under the Cyber Security Act

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

