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Date 23rd December 2019

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/12/21.

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

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

Mitel – Corporate

Avaya – EOC & 111

When was the installation date of your telephony equipment?

Mitel – October 2011

Avaya – go live December 2018

Who maintains your telephony system(s)?

Mitel – Daisy Corporate Services

Avaya – 4Net

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

Mitel Project: Due to the age of the system, and as finance records are only retained for seven years, the requested information is no longer available. However, current support costs are £16929 +VAT

Avaya EOC Project: £693126 +VAT Support: £152709 +VAT

Avaya 111 Project: £369116 +VAT Support: £63100 +VAT

When is your contract renewal date?

Mitel – September 2020

Avaya – December 2022

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

Avaya CMS

When was the installation date of your contact centre infrastructure?

December 2018

Who maintains your contact centre system(s)?

4Net

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

Included in Project costs above

How many contact centre employees/agents do you have?

1700 Contact centre Agents (based on login IDs)

When is your contract renewal date?

As per Avaya Telephony System above

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?

Yes – Skype for Business & Teams

How many employees do you have overall within your organisation?

Headcount 3940. Full time equivalent 3624.39. These figures are correct as at 31 October 2019

Who currently provides your calls and lines?

BT (PSTN / ISDN) / 4Net (SIP)

What is your current annual spend on calls and lines?

BT- £376K / 4Net – Unknown, haven't completed a full year yet.

When is your contract renewal date?

BT Lines vary / Calls Jan 2021 / SIP Circuits In-line with Telephony System

Are you using SIP or ISDN?

Both

Do you use a wide area network?

Yes

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

