

Date: Monday, 06th January 2020
Our Ref: MB/SS FOI 4158

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Re: Freedom of Information Request FOI 4158

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 17th December 2019.

Your request was as follows:

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

Mitel

When was the installation date of your telephony equipment?

November 2014

Who maintains your telephony system(s)?

In-house

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

Initial project-£169k (inc VAT)

Maintenance-£5k per annum

When is your contract renewal date?

05/02/2020

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

The Walton Centre NHS Foundation Trust (WCFT) can confirm we do not have a contact centre in place therefore can not provide this information.

When was the installation date of your contact centre infrastructure?

N/A

Who maintains your contact centre system(s)?

N/A

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

N/A

How many contact centre employees/agents do you have?

Here at The Walton Centre NHS Foundation Trust we do not have 'contact centre employees/agents'. The job role is 'Appointment Booking and Registration Clerk.' An element of their role will involve handling telephone calls from patients/referrers. However, the job role includes other administrative functions that would fall outside the scope of a typical contact centre job role.

When is your contract renewal date?

N/A

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?

Currently testing Mitel Unified Communications suite.

How many employees do you have overall within your organisation?

1448

Who currently provides your calls and lines?

Gamma

What is your current annual spend on calls and lines?

£13,170.70 (2018/19)

When is your contract renewal date?

03/11/2020

Are you using SIP or ISDN?

SIP

Do you use a wide area network?

Yes

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

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Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4158 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information