TheMKWay
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NHS
Milton Keynes
University Hospital
NHS Foundation Trust

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 28 February 2022.

I am pleased to confirm the following.

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

NA.

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier. It's very difficult to give an exact figure as both products are part of a wider suite or solution.

With regards contact centres in Teams, there is no additional cost for running a contact centre above the Teams licencing. Cisco, we purchase licences for agents and spend <£10K a year for growth.

3.   Contract Expiry: the date of when the contract expires.

We do not have a contract.

4.   Contract Review: the date of when the contract will be reviewed.

NA.

5.   Contract Description: a brief description of the services provided of the overall contract.

NA.

6.   Contact Details: 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.

Head of IT Tech Services, 01908 995002.

7.   Number of Agents; please provide me with the total number of contact centre agents.
300.

8.   Number of Sites; please can you provide me with the number of sites the contact

As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Please speak to your doctor or nurse if you have any concerns.

Chief Executive: Joe Harrison
Chairman: Simon Lloyd

centre covers.

1 site

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

Cisco, Microsoft.

10.   Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.

We are unable to provide this information.

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

No, Office 365.

12.   Number of email users: Approximate number of email users across the organisations. 5000.

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

2.   Annual Average Spend: the annual average (over 3 years) spends for each supplier.

Please see comments above.

3.   Contract Expiry: the date of when the contract expires.

NA.

4.   Contract Review: the date of when the contract will be reviewed.

NA.

5.   Contract Description: a brief description of the services provided of the overall contract.

Telephony services for call distribution from end users to agents. Call routing, call queuing, IVR, Voicemail.

6.   Contact Details: 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.

Head of IT Tech Services, 01908 995002

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust