

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 18 December 2019.

I am pleased to confirm the following.

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

Cisco

When was the installation date of your telephony equipment? 2013

Who maintains your telephony system(s)? In house

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

When is your contract renewal date? N/A

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

When was the installation date of your contact centre infrastructure? 2013

Who maintains your contact centre system(s)? In house

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

How many contact centre employees/agents do you have? 200

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? MS teams

How many employees do you have overall within your organisation? 5000

Who currently provides your calls and lines? BT

What is your current annual spend on calls and lines? £108k

When is your contract renewal date? February 2023

Are you using SIP or ISDN? ISDN

Do you use a wide area network? Yes

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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

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