

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 08 December 2021.

I am pleased to confirm the following.

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

Cisco, Microsoft.

2. When was the installation date of your telephony equipment?

Cisco, 2014.

Microsoft 2020.

3. When is your contract renewal date?

Cisco, February 2026.

Microsoft, NA.

4. Who maintains your telephony system(s)?

In House IT.

5. Please confirm the value of the initial project.

N/A

6. Please confirm the total ongoing annual spend on telephony.

7. Please confirm the annual support cost for your telephony system.

£50K

8. Do you use Unified Communications or Collaboration tools, if so which ones?

CUCM/Teams call integration, MS Teams IM, presence, rooms and conferencing.

Contact Centre

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

Cisco, Microsoft.

10. When was the installation date of your contact centre infrastructure?

Cisco, 2014. Microsoft 2020.

11. When is your contract renewal date?

Same as telephony above for both.

12. Who maintains your contact centre system(s)?

In House IT.

13. Please confirm value of the initial project?

As above

14. Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre. This is included in the support for the telephony system.

15. How many contact centre agents do you have?

300

16. Do agents work from home? Or just your offices?

Home and Offices.

17. Do you use a CRM in the contact centre? What platform is used?.

No.

18. Do you use a knowledge base / knowledge management platform? What platform is used?

Yes, a module within FreshService.

Connectivity and Network Services

19. Who provides your WAN and internet connectivity and the annual spend on each.

BT.

20. Have you , or do you plan to deploy SD Wan services.

In deployment currently.

21. Have you got SIP trunks, if so who from and confirm annual spend.

No.

22. Please confirm who provides your LAN, WIFI and Security infrastructure.

Cisco.

23. Please confirm your annual spend on each.

Unknown.

24. Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management.

Yes.

Organisation

25. How many employees do you have overall within your organisation?

~5000

26. Can you provide contact details for your procurement lead / category manager for these services?

Please find link below for IT Structure

27. Can you provide names and contact details for the following people within your organisation?

- CIO / IT Director

- **Head of IT**
- **Head of Digital Transformation**
- **Head of Customer services** – No such role within the Trust

Please find the IT Structure on our disclosure log linked here; <https://www.mkuh.nhs.uk/wp-content/uploads/2021/09/IT-Structure.pdf>

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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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