

Date: 30/04/2018

FREEDOM OF INFORMATION REQUEST FOI/014094 – Software

I am writing to you under the Freedom of Information Act 2000 to request the following information:

1. Are you using any software to manage your incoming communication channels (phone, email, live chat etc) from constituents (e.g. Zendesk, Desk.com, Intercom, RightNow, Service Cloud, Freshdesk etc.)? - Yes
2. If so, what is the software called? - NHSMail
3. When does the contract with this current software provider end? - Nationally procured on behalf of NHS.
4. How much does your current software cost annually? - 0
5. What is your annual budget for this type of software? - 0