

Date: 14/12/2021

FREEDOM OF INFORMATION REQUEST FOI/015967 - Telephone system, contact centre

Telephony and UC/ Collaboration

Please confirm the manufacturer of your telephony system(s) that are currently in place
When was the installation date of your telephony equipment?
When is your contract renewal date?
Who maintains your telephony system(s)?
Please confirm the value of the initial project
Please confirm the total ongoing annual spend on telephony
Please confirm the annual support cost for your telephony system
Do you use Unified Communications or Collaboration tools , if so which ones?

- All of the Trust's Facilities Management Services which includes telephony are provided by our Private Finance Initiative Partner, Summit Healthcare. The Trust's contract with Summit Healthcare started on 17th May 2001 and expires after 17th May 2041.
More information on The Trust's PFI Partners can be found on the Trust website <http://www.dgft.nhs.uk/aboutus/private-finance-initiative-partners/>

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place?
When was the installation date of your contact centre infrastructure?
When is your contract renewal date?
Who maintains your contact centre system(s)?
Please confirm value of the initial project?
Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre
How many contact centre agents do you have?
Do agents work from home? Or just your offices?
Do you use a CRM in the contact centre? What platform is used?
Do you use a knowledge base / knowledge management platform? What platform is used?

To see a previous response please go to the Freedom of Information request disclosure log on the Trust external website [Disclosure log - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](#) and in the disclosure log type in 015913

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each
Have you , or do you plan to deploy SD Wan services
Have you got SIP trunks, if so who from and confirm annual spend
Please confirm who provides your LAN, WIFI and Security infrastructure
Please confirm your annual spend on each
Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management Organisation

How many employees do you have overall within your organisation? - To see staff numbers and a breakdown of staff groups for a full financial year 20/21 please go to the Trusts external website [Annual-Report-Accounts-2020-21.pdf \(dgft.nhs.uk\)](#) page 58

Can you provide contact details for your procurement lead / category manager for these services? - Previous see previous response which can be found on the Trust's Freedom of Information disclosure log on external website [Disclosure log - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](#) and in the search box type in 014842.

The external website also has an overview of the Procurement Department.

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

CIO / IT Director Adam Thomas

Head of IT - As above

Head of Digital Transformation - As above

Head of Customer services - Not sure what you mean by this?

The Dudley Group NHS Foundation Trust
Russells Hall Hospital
Dudley Road
Pensnett
DY1 2HQ

Trust switchboard 01384 456111

Please note if links to the Trust website do not open please copy the link into a search engine