

Freedom of Information Request **19 281**

Our Reference: FOI 19 281 / AA / PB
Name:
Date: 14 January 2020
Address:

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

I would like to request the following information:

Please confirm the manufacturer of your telephony system(s) that are currently in place? [SmartComms UC](#)
When was the installation date of your telephony equipment? [N/A – It is an individual line per user not a system](#)

Who maintains your telephony system(s)? [KCOM](#)

Please confirm value of the initial project and value of annual support/maintenance services (in £)? [N/A – charged as per line rental](#)

When is your contract renewal date? [N/A – will be reviewed in 2021](#)

Please confirm the manufacturer of your Contact centre system(s) that are currently in place? [SmartComms UC](#)

When was the installation date of your contact centre infrastructure? [N/A – It is an individual line per user not a system](#)

Who maintains your contact centre system(s)? [KCOM](#)

Please confirm value of the initial project and value of annual support/maintenance services (in £)? [N/A – charged as per line rental](#)

How many contact centre employees/agents do you have? [30 employees / agents](#)

When is your contract renewal date? [N/A – will be reviewed in 2021](#)

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? [Skype for Business](#)

How many employees do you have overall within your organisation? [2800](#)

Who currently provides your calls and lines? [KCOM](#)

What is your current annual spend on calls and lines? [Approximately £440k](#)

When is your contract renewal date? [N/A – will be reviewed in 2021](#)

Are you using SIP or ISDN? [SIP](#)

Do you use a wide area network? [Yes](#)



Kind regards,

Freedom of Information Team
Humber Teaching NHS Foundation Trust
Mary Seacole Building
Willerby Hill
Willerby
HU10 6ED

<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



www.humber.nhs.uk



Caring, Learning and Growing

