

Reference Number: FOI/2019/503
From: Private Individual
Date: 17 December 2019
Subject: Communications & Telephony

Q1 Please confirm the manufacturer of your telephony system(s) that are currently in place?

A1 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2019 Disclosure Log, please see FOI Request Ref: 155:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

Q2 When was the installation date of your telephony equipment?

A2 November 2019

Q3 Who maintains your telephony system(s)?

A3 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2019 Disclosure Log, please see FOI Request Ref: 155:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

Q4 Please confirm value of the initial project and value of annual support/maintenance services (in £)?

A4 £128,236, including licencing of £95,600

Q5 When is your contract renewal date?

A5 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2019 Disclosure Log, please see FOI Request Ref: 155:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select

[Download to open.](#)

- Q6 Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
- A6 [As A6](#)
- Q7 When was the installation date of your contact centre infrastructure?
- A7 [As A6](#)
- Q8 Who maintains your contact centre system(s)?
- A8 [As A6](#)
- Q9 Please confirm value of the initial project and value of annual support/maintenance services (in £)?
- A9 [As A6](#)
- Q10 How many contact centre employees/agents do you have?
- A10 [As A6](#)
- Q11 When is your contract renewal date?
- A11 [As A6](#)
- Q12 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?
- A12 [LHCH utilises Skype and Cisco Call Manager](#)
- Q13 How many employees do you have overall within your organisation?
- A13 [1695](#)
[Note - Figure excludes All Bank Staff working as and when \(nil hours\)](#)
- Q14 Who currently provides your calls and lines?
- A14 [External telephony is provided by BT](#)
- Q15 What is your current annual spend on calls and lines?
- A15 [Telephony lines are shared with the Liverpool University Hospital so currently cannot give an LHCH only answer](#)
- Q16 When is your contract renewal date?
- A16 [Information not held \(as A15\)](#)
- Q17 Are you using SIP or ISDN?

A17 SIP

Q18 Do you use a wide area network?

A18 Yes