

Reference Number: FOI202425/101
From: Private Individual
Date: 04 June 2024
Subject: Voice, Data and Network Hardware and System Information

LAN

Q1 Which primary LAN hardware do you use (e.g., Extreme, Juniper, Cisco)

A1 Cisco

Q2 a) When did you last conduct a major refresh of this infrastructure?
b) How many devices?

A2 a) 2016 with various refresh years
b) 150

Q3 Who is the reseller or supplier of this LAN hardware?

A3 Intercity Technologies

Q4 Who maintains the LAN?

A4 Intercity Technologies

Q5 When is your maintenance renewal/expiry date?

A5 31/03/2025 with 12 months extended support.

Q6 Have you recently reviewed/when are you next reviewing this infrastructure?

A6 Review date was 01/01/2024- 12-month extension of current support agreed to April 2025.

WLAN Wireless LAN

Q7 Which primary WLAN hardware do you use (e.g., Extreme, Juniper, Cisco)

A7 Cisco

Q8 a) When did you last conduct a major refresh of this infrastructure?
b) How many devices?

A8 a) 2016 with various refresh years
b) 160

Q9 Who is the reseller or supplier of this WLAN hardware?

A9 Intercity Technologies

Q10 Who maintains the WLAN?

A10 Intercity Technologies

Q11 When is your maintenance renewal/expiry date?

A11 31/03/2025

Q12 Have you recently reviewed/when are you next reviewing this infrastructure?

A12 Review date was 01/01/2024- 12-month extension of current support agreed to April 2025.

Data Centre

Q13 Which primary data centre hardware do you use (e.g., Extreme, Juniper, Cisco)

A13 DELL

Q14 a) When did you last conduct a major refresh of this infrastructure?
b) How many devices?

A14 a) 2020
b) 12 vxrail hosts

Q15 Who is the reseller or supplier of this data centre hardware?

A15 Information not held- in house-data centre

Q16 Who maintains the data centre equipment?

A16 In- house team

Q17 When is your contract renewal/expiry date?

A17 Information not held- managed in-house

Q18 Have you recently reviewed/when are you next reviewing this infrastructure?

A18 Information not held- managed in-house

Q19 Which DC computer technology do you use? (e.g., HP, Lenovo, Supermicro)

A19 DELL, HP, Lenovo

Q20 Which DC storage technology do you use? (e.g., NetApp, dell, IBM)

A20 DELL

WAN/ Internet Connectivity

- Q21 Who provides your WAN (e.g., BT, Virgin)
- A21 Information not held- this is part of a wider managed service.
- Q22 Who provides your internet connectivity (e.g., BT, Virgin)
- A22 Information not held- as per A21
- Q23 When is your maintenance renewal/expiry date?
- Q23 Information not held- as per A21
- Q24 Who provides your SD-WAN (e.g., Palo Alto, Meraki)
- A24 Information not held- as per A21
- Q25 Do you plan to introduce SD-WAN in the future?
- A25 Information not held- as per A21
- Q26 Have you recently reviewed/when are you next reviewing this infrastructure?
- A26 Information not held- as per A21
- Q27 Which hypervisor do you use (e.g., VMware)
- A27 Information not held- as per A21
- Q28 Which SIP carrier do you use (e.g., BT, Gamma, Virgin)
- A28 Gamma
- Q29 Who provides/resells this SIP?
- A29 iMerseyside
- Q30 How many SIP channels do you have
- A30 60
- Q31 When is your contract renewal/expiry date?
- A31 Rolling 12 months contract - expiry date April 2025
- Q32 Have you recently reviewed/when are you next reviewing this service?

A32 Currently in review in relation to Integrated Services Digital Network (ISDN) / Public Switched Telephone Network (PSTN) switch off

Mobile

Q33 Which Mobile carrier do you use (e.g., Vodafone)

A33 O2 / Vodafone

Q34 Who provides/resells this service?

A34 O2/ Vodafone

Q35 How many mobile connections do you have

A35 600

Q36 When is your contract renewal/expiry date?

A36 Rolling contract

Q37 Have you recently reviewed/when are you next reviewing this service?

A37 Information not held- rolling contract

Telephony

Q38 Which phone systems do you use (e.g., Mitel, Avaya, 8x8)

A38 Cisco

Q39 When was the current system installed?

A39 2016

Q40 Is this on premise or cloud based?

A40 On premise

Q41 How many users?

A41 1,000

Q42 When is your contract renewal/expiry date?

A42 May 2024- 90-day extension until August 2024.

Q43 Have you recently reviewed/when are you next reviewing this service?

A43 Yes, currently reviewing licences and support options.

Teams Phone System

Q44 Do you use Microsoft for PSTN calling?

A44 No

Q45 Which types of Microsoft telephony do you use (e.g., Calling plan, Skype, Operator Connect, Direct routing)

A45 Information not held- as per A44

Q46 How many users?

A46 Information not held- as per A44

Q47 If you don't currently use, are you looking to implement?

A47 Possibly in the next 24 months

Q48 Have you recently reviewed/when are you next reviewing this service?

A48 Information not held- as per A44

Contact Centre

Q49 Which contact centre systems do you use (e.g., Genesys, Avaya, Enghouse)

A49 Information not held- no contact centre systems used.

Q50 When was the current system installed?

A50 Information not held- as per A49

Q51 Is this on premise or cloud based?

A51 Information not held- as per A49

Q52 How many agents?

A52 Information not held- as per A49

Q53 When is your contract renewal/expiry date?

A53 Information not held- as per A49

Q54 Have you recently reviewed/when are you next reviewing this service?

A54 Information not held- as per A49