

Freedom of Information Request	FOI 21-046	18 th February 2021
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Please confirm the manufacturer of your telephony system(s) that are currently in place? Avaya & Cisco and various other solutions

When was the installation date of your telephony equipment? Various we have an estate of over 100 sites therefore it is impossible to provide you with this information.

Who maintains your telephony system(s)? 4Net

Please confirm value of the initial project? >£50K – an ongoing refresh of telephony occurs

Please confirm value of annual support/maintenance services (in £)?
>£100k

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?
No as it is completed in house

When is your contract renewal date? 1st April 2022

Do you use Unified Communications or Collaboration tools such as Microsoft Teams/Slack/Cisco/Avaya/Mitel/Zoom? If yes, please list all tools you are currently using? The Health Board currently uses Microsoft Teams

Please confirm the manufacturer of your Contact centre system(s) that are currently in place? AVAYA

When was the installation date of your contact centre infrastructure?
2015

Who maintains your contact centre system(s)? AVAYA

Please confirm value of the initial project? >£30k

Please confirm value of annual support/maintenance services (in £)?
Included in above question

How many contact centre employees/agents do you have? >50

Do agents work from home? Or just your offices? A mix of home and office based working

When is your contract renewal date? As advised previously

Do you use a CRM in the contact centre? What platform is used? No

Do you use a knowledge base/knowledge management platform? What platform is used? No with respect to telephony.

Who currently provides your calls and lines? Gamma

What is your current annual spend on calls and lines? We have applied a Section 43 exemption as the release of the information is likely to prejudice the commercial interests of any person (a person may be an individual, a company, the public authority itself or any other legal entity).

When is your contract renewal date? 30th November 2022

Who provides your wide area network? How many sites are connected?

This is an All Wales national contract serviced by BT Global.
More than >20 sites connected

How many employees do you have overall within your organisation?

As at 31st January the Health Board had 15,414 employees

Can you provide contact details for your procurement lead/category manager for these services? Mike.ogonovsky@wales.nhs.uk

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

CIO / IT Director Mike.ogonovsky@wales.nhs.uk

Head of IT Mike.ogonovsky@wales.nhs.uk

Head of Digital Transformation Mike.ogonovsky@wales.nhs.uk

Head of Customer services Mike.ogonovsky@wales.nhs.uk