

Our reference: /FOI D9485

16th January 2020

Joebloggs@email

Joe Bloggs

Dear Joe,

RE: FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST - REF: D9485

Please find our Trust's response in relation to your request for information under the Freedom of Information Act.

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

Microsoft

When was the installation date of your telephony equipment?

2015

Who maintains your telephony system(s)?

3rd Party Supplier

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

£55,000 per annum unknown initial project value/cost

When is your contract renewal date?

April 2020

The Trust is committed to safeguarding children, young people and vulnerable adults and requires all staff and volunteers to share this commitment.

Greater Manchester Mental Health NHS Foundation Trust, The Curve, Bury New Road, Prestwich, Manchester M25 3BL Tel: 0161 773 9121.



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?

Who maintains your contact centre system(s)?

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

How many contact centre employees/agents do you have?

When is your contract renewal date?

The questions above are not applicable to GMMH.

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?

Yes, Microsoft Skype for Business.

How many employees do you have overall within your organisation?

5153

Who currently provides your calls and lines?

Virgin Media

What is your current annual spend on calls and lines?

Financial Year (Apr-Mar)	Annual Spend (£)
2016-17	620,975
2017-18	686,455
2018-19	967,817
2019-20 (Apr-Dec)	382,472

When is your contract renewal date?

December 2020

Are you using SIP or ISDN?

SIP

Do you use a wide area network?

Yes

I hope the information provided above is to your satisfaction. If you are unhappy with the way, the Trust has handled your request you may request an internal review.

If you require an internal review please write to Sarah McDonald, Head of IM&T Service Delivery, at the address above, who will arrange a review of your case.

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If you are not happy with the outcome of the internal review you have the right to apply directly to the Information Commissioner: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

The FOI Team
Freedom of Information Department
Greater Manchester MH NHS Foundation Trust

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For any named personnel provided in this Freedom of Information response, they do not wish to receive direct marketing, to do so would contravene GDPR and the Data Protection Act 2018.

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