

Date: **15 November 2019**

Our reference: **FOIRQ5520**

Dear Sir/Madam,

Thank you for your request for information, which we have processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

Your Request

I would like to request the following *information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.*

Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?

Approximately how many extensions does the system support across your organisation?

Who is the incumbent/support partner for the maintenance of your VOIP/PBX?

How many of those extensions are contact centre/customer service agents?

When does your PBX/VOIP support contract expire?

Our Request for Clarification

We requested clarification on the following question:

- *How many of those extensions are contact centre/customer service agents?*

You were asked to clarify whether you were referring to the Internal ICT Service Desk extensions; or whether a different meaning?

Your Response to Our Request for Clarification

You provided the following clarification:

I was referring to a contact centre or customer service space e.g. a group of advisors handling inbound or outbound requests, not an ICT Department. You may not have a contact centre, but some of the other NHS foundation trusts have come back to me stating that they have one. If this doesn't apply to GOS then please ignore that particular question.

Our Response

Please see our response (in bold) to your following request for information from Great Ormond Street Hospital for Children NHS Foundation Trust:

Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business? **PBX – Siemens
VOIP CISCO**

Approximately how many extensions does the system support across your organisation? **4000+**

Who is the incumbent/support partner for the maintenance of your VOIP/PBX? **VOIP Support for Hardware is SCC on behalf of CISCO, Managed and Supported In-house, PBX Support is Maintel, Managed and Supported in house**

How many of those extensions are contact centre/customer service agents? **Not applicable to GOSH**

When does your PBX/VOIP support contract expire? **PBX March 31st 2020,
VOIP 31st March 2023**

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

Should you remain dissatisfied with the response you have received to your request for information, please contact the FOI Team to make a request for an internal review within two months from the receipt date of our response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF