Ref: FOI/CAD/ID 3491

24 August 2016

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Communication Systems.

Please can you provide the following information with regards to the Trust's communication systems?

1 Which types of telephony system does the Trust utilise? (E.g. PBX, VOIP, Unified Communication (UC) - please specify all that apply).
2 Brand of the PBX, VOIP and UC
3 Are these systems on premise or hosted?
4 How are the systems maintained (Maintenance Contract, Outsourced Managed Service, Shared Service or internal Trust resource)
5 Existing Supplier/s of above referenced service contracts (if there is more than one supplier please name each)
6 Contract Description: please provide a brief description of the overall service provided under this contract
7 Contract Durations (please include any extension periods)
8 Contract Expiry Dates (please provide the day/month/year)
9 Contract Review Date (please provide the day/month/year)
10 Annual Average Spend (the annual average spend for each contract)
11 Number of users on each system or PBX
12 Application(s) running on PBX/VOIP systems
13 Who maintains the Local Area Network (Trust or external party – if so please specify names of associated parties) and what is the brand of the associated network hardware?
14 Which company provides and maintains the Wi-Fi network (Trust or external party – if so please specify names of associated parties) and what is the brand of the associated network hardware?
15 Which company provides the Wide-Area-Network?
16 Contact Detail of the person from with the organisation responsible for each contract including full Contact details

1 UC – 94%, PBX – 6%
2 UC – Cisco Call Manager

PBX - VMB
3 UC – on premise
PBX – Hosted by VMB
4 UC – Maintenance contract & internal Trust resource.
PBX – Maintenance contract
5 UC – Block Solutions
VMB – Virgin Media Business
6 UC – 24/7/365
VMB – 24/7/365 – ad hoc changes and monthly rental for services
7 UC – CCS award Sept 2015 – Sept 2017
VMB – ad hoc changes only
8 UC as above
VMB - Monthly
9 As above
10 **
11 UC 5600
VMB 350
12 UC – CUC, CUPS, Directory Services, Extension Mobility, Netcall, Arc Switchboard, Arc Precision
PBX – none analogue phone service
13 **
14 **
15 **
16 **

** This information can be found on the Trust website using the following link:

http://www.mtw.nhs.uk/freedom-of-information/