

Ref: FOI/GS/ID 5941

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

17 February 2020

## **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 Telephony systems.

*You asked:*

- 1. Please confirm the manufacturer of your telephony system(s) that are currently in place?*
- 2. When was the installation date of your telephony equipment?*
- 3. Who maintains your telephony system(s)?*
- 4. Who is the IT Manager?*
- 5. Please confirm value of the initial project and value of annual support/maintenance services (in £)?*
- 6. When is your contract renewal date?*
- 7. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?*
- 8. When was the installation date of your contact centre infrastructure?*
- 9. Who maintains your contact centre system(s)?*
- 10. Please confirm value of the initial project and value of annual support/maintenance services (in £)?*
- 11. How many contact centre employees/agents do you have?*
- 12. When is your contract renewal date?*
- 13. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business / Microsoft Teams / Cisco WebEx / Zoom / Avaya / Mitel collaboration? If yes, what tools are you currently using?*
- 14. Are you looking to change your current Collaboration Technology? If yes When?*
- 15. How many Meeting Rooms do you have?*
- 16. If you are a current Cisco user, will you be looking at Cisco WebEx Calling?*
- 17. How many employees do you have overall within your organisation?*
- 18. Who currently provides your calls and lines?*

19. *What is your current annual spend on calls and lines?*
20. *When is your contract renewal date?*
21. *Are you using SIP or ISDN?*
22. *Do you use a wide area network?*

Trust response:

Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <http://www.mtw.nhs.uk/wp-content/uploads/2020/01/Telephony-systems.-140120.pdf>

The following questions do not appear in the above response.

4. This role falls under the remit of Michael Beckett, Interim Director of Health Informatics. E-mail: [michael.beckett@nhs.net](mailto:michael.beckett@nhs.net)
13. Skype for Business is our preferred tool.
14. No plans to do so at this point in time.
15. We use external audio conferencing services.
16. Skype for Business is our preferred tool.