

22 July 2024

## **IC-314701-K5T6**

### **Request**

You asked us:

*"Connectivity and Network Services:*

- a. Who provides your WAN and internet connectivity and the annual spend on each*
- b. Who provides your SIP trunks and what is the annual spend*
- c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend*
- d. Who provides your LAN infrastructure and what is your annual spend*
- e. Who provides your WIFI infrastructure and what is your annual spend*
- f. Please confirm the manufacturer(s) of your wired network core and edge switching?*
- g. When was your core network installed?*
- h. Has it been updated subsequently?*
- i. Who maintains your core network?*
- j. When is the contract renewal date?*
- k. Please confirm value of the initial project?*
- l. Please confirm the value of annual support/maintenance services (in £)?*

*Telephony and storage:*

#### *1. Telephony and UC/ Collaboration*

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place*
- b. When is your contract renewal date?*
- c. Who maintains your telephony system(s)?*
- d. Do you use Unified Communications or Collaboration tools , if so which ones?*

#### *2. Microsoft*

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5*
- b) Which partner looks after your Microsoft tenant?*
- c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?*

#### *3. Storage*

- a. Does your organisation use on-premise or cloud storage or both?*
- b. Please confirm the on-premise hardware manufacturer*
- c. Please confirm your cloud storage provider*
- d. What is your annual spend on cloud storage?*
- e. How do you back up your data and with who e.g. Backup as a Service*

*Contact Centre, CRM, and AI & Automation:*

- 1. Contact Centre – target to organisations we know have a CC*
  - a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.*
  - b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?*
  - c. How many contact centre agents do you have?*
  - d. Do agents work from home? Or just your offices?*
  - e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?*
  - f. When is your contract renewal date?*
  - g. Who maintains your contact centre system(s)?*
- 2. CRM*
  - a. Do you use a CRM in the contact centre? What platform is used?*
  - b. Do you use the same CRM for the rest of the organisation? What platform is used?*
  - c. Do you use a knowledge base / knowledge management platform? What platform is used?*
- 3. AI & Automation*
  - a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?*
  - b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?"*

We received your request on 21 June 2024.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

**Our response**

We hold some information which falls within scope and have responded to each part of your request below.

**Connectivity and Network Services:**

- a. Who provides your WAN and internet connectivity and the annual spend on each  
BT
- b. Who provides your SIP trunks and what is the annual spend  
Nasstar

c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend

BT / SD-WAN - Annual spend of around £142,000

d. Who provides your LAN infrastructure and what is your annual spend

Cisco - Annual spend of around £8,900

e. Who provides your WIFI infrastructure and what is your annual spend

Cisco. Cost as above

f. Please confirm the manufacturer(s) of your wired network core and edge switching?

Cisco.

g. When was your core network installed?

April 2022

h. Has it been updated subsequently?

No

i. Who maintains your core network?

LAN infrastructure self-managed. BT managed SD-WAN.

j. When is the contract renewal date?

14/10/26

k. Please confirm value of the initial project?

£67,000

l. Please confirm the value of annual support/maintenance services (in £)?

Annual support/maintenance services are integral to the annual spend figures given in questions c and d.

## **Telephony and storage:**

### **1. Telephony and UC/ Collaboration**

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

N/A

b. When is your contract renewal date?

N/A

c. Who maintains your telephony system(s)?

N/A

d. Do you use Unified Communications or Collaboration tools , if so which ones?

Microsoft Teams

## **2. Microsoft**

a) What Microsoft 365 licence do you have across the business e.g. E3, E5

E5

b) Which partner looks after your Microsoft tenant?

Self-managed / Phoenix

c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

Both on premise and cloud hosted

## **3. Storage**

a. Does your organisation use on-premise or cloud storage or both?

Both on premise and cloud hosted

b. Please confirm the on-premise hardware manufacturer

HPE

c. Please confirm your cloud storage provider

Microsoft

d. What is your annual spend on cloud storage?

Ongoing costs vary based on usage. Annual spend is currently estimated to be £650,000

e. How do you back up your data and with who e.g. Backup as a Service

Cloud Backup

**Contact Centre, CRM, and AI & Automation:**

1. Contact Centre – target to organisations we know have a CC

a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.

Yes

b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?

Manage own agents

c. How many contact centre agents do you have?

223

d. Do agents work from home? Or just your offices?

Both home and office

e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?

Enghouse

f. When is your contract renewal date?

23 Jan 2025

g. Who maintains your contact centre system(s)?

Nasstar and self-maintained

2. CRM

a. Do you use a CRM in the contact centre? What platform is used?

Microsoft Dynamics

b. Do you use the same CRM for the rest of the organisation? What platform is used?

Yes

c. Do you use a knowledge base / knowledge management platform? What platform is used?

No or N/A

### 3. AI & Automation

a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?

Yes – provided by ICS.AI

b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

Yes – provided by Microsoft

This concludes our response. We hope the information provided is useful.

### **Next steps**

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

### **Your information**

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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