



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 17 January 2020

Re: Freedom of Information Request
Ref: 364 - 2019

Thank you for your email dated the 17th December 2019, requesting information regarding Communications & Telephony.

The information that you require is as follows:

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

The manufacturer of our telephony system(s) is Cisco.

When was the installation date of your telephony equipment?

Installed in 2015

Who maintains your telephony system(s)?

Maintenance is done in-house / CDW

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

The telephony is part of a much wider infrastructure project and costs are inclusive. The annual maintenance is approx. £21,747.94.

When is your contract renewal date?

31/03/2020

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

The manufacturer of our telephony system(s) is Cisco.

When was the installation date of your contact centre infrastructure?

Installed in 2015

Who maintains your contact centre system(s)?

Maintenance is done in-house / CDW

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

The CCS is part of a much wider infrastructure project and costs are inclusive. The annual maintenance is approx. £21,747.94.

How many contact centre employees/agents do you have?

6

When is your contract renewal date?

31/03/2020

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, we currently use Cisco Jabber.

How many employees do you have overall within your organisation?

1409 employees

Who currently provides your calls and lines?

Gamma currently provides our calls and lines.

What is your current annual spend on calls and lines?

£37500.00

When is your contract renewal date?

15/05/2023

Are you using SIP or ISDN?

Both are used at the Clatterbridge Cancer Centre.

Do you use a wide area network?

Yes, we do use a wide area network.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.