

From: Freedom of Information

Sent: 24 June 2021 14:28

To:

Subject: Freedom of Information Response (Our Ref: K/21/148)

Dear

Freedom of Information Response (Our Ref: K/21/148)

Thank you for your Freedom of Information (FOI) request dated 23 March 2021, reference K/21/148. Please accept our sincere apologies for the delay in responding to your request.

Your request read:

“Telephony and UC/ Collaboration

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

When was the installation date of your telephony equipment?

When is your contract renewal date?

Who maintains your telephony system(s)?

Please confirm the value of the initial project

Please confirm the total ongoing annual spend on telephony

Please confirm the annual support cost for your telephony system

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

Contact Centre

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

When was the installation date of your contact centre infrastructure?

When is your contract renewal date?

Who maintains your contact centre system(s)?

Please confirm value of the initial project?

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

How many contact centre agents do you have?

Do agents work from home? Or just your offices?

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

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

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Have you , or do you plan to deploy SD Wan services

Have you got SIP trunks, if so who from and confirm annual spend

Please confirm who provides your LAN, WIFI and Security infrastructure

Please confirm your annual spend on each

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Organisation

How many employees do you have overall within your organisation?

Can you provide contact details for your procurement lead / category manager for these services?

Can you provide names and contact details for the following people within your organisation?

- CIO / IT Director
- Head of IT
- Head of Digital Transformation
- Head of Customer services”

The University of Leeds holds this information. Please find the information set out below:

Telephony and UC/ Collaboration

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

Atos/Unify

2. When was the installation date of your telephony equipment?

Latest node 2018

3. When is your contract renewal date?

December 2021

4. Who maintains your telephony system(s)?

Atos

5. Please confirm the value of the initial project

N/A

6. Please confirm the total ongoing annual spend on telephony

£50-£80k on outbound calling

7. Please confirm the annual support cost for your telephony system

£100k Maintenance

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

MS Teams

Contact Centre

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

Netcall

10. When was the installation date of your contact centre infrastructure?

Latest platform 2019

11. When is your contract renewal date?

November 2021

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

Netcall

13. Please confirm value of the initial project?

£40-£60k

**14. Please confirm the value of annual support/maintenance services (in £)?
And overall annual spend for the contact centre**

£16k

15. How many contact centre agents do you have?

Approximately 80

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

Both

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

No

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

Service Now

Connectivity and Network Services

19. Who provides your WAN and internet connectivity and the annual spend on each

Jisc £200k

20. Have you , or do you plan to deploy SD Wan services

Not currently

21. Have you got SIP trunks, if so who from and confirm annual spend

Not currently

22. Please confirm who provides your LAN, WIFI and Security infrastructure

Cisco

23. Please confirm your annual spend on each

The annual spend varies according to requirements.

24. Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Cisco and some Dell and Extreme. Use Jisc threat agency

Organisation

25. How many employees do you have overall within your organisation?

7000

26. Can you provide contact details for your procurement lead / category manager for these services?

Colin Challinor, c.challinor@adm.leeds.ac.uk

27. Can you provide names and contact details for the following people within your organisation?

a) CIO / IT Director

Dave West IT Director

b) Head of IT

As above

c) Head of Digital Transformation

There is no such role in our organisation.

d) Head of Customer services

There is no such role in our organisation.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Sincerely
Chloe Wilkins
Freedom of Information Officer
University of Leeds