

gofalu am ein gilydd, cydweithio, gwella bob amser caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

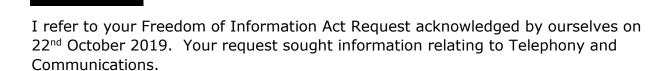
Dyddiad/Date: 25th October 2019 Ein Cyf / Our Ref: 19-J-029



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FOIA.Requests@wales.nhs.uk





You asked us for;

Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

- Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?
 Cisco Call Manager
- Approximately how many extensions does the system support across your organisation?
 14,000

Please note that this figure includes Bridgend which became part of Cwm Taf Morgannwg (CTM) University Health Board as of 1st April 2019. Swansea Bay University Health Board still provides support for Bridgend under a Service Level Agreement with CTM.

 Who is the incumbent/support partner for the maintenance of your VOIP/PBX?
 CDW / Cisco



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

- How many of those extensions are contact centre/customer service agents? Approximately 150
- When does your PBX/VOIP support contract expire? July 2021

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely

Pam Wenger

Director of Corporate Governance

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