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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Tracy Myhill**

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: 28th July 2020
Ein Cyf / Our Ref: 20-G-001

☎ 01639 648363
✉ FOIA.Requests@wales.nhs.uk

Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

Dear

I refer to your Freedom of Information Act Request acknowledged by ourselves on 1st July 2020. Your request sought information relating to telephony and communications.

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

Cisco

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

June 2015

3. Who maintains your telephony system(s)?

The Health Board Digital Services Network Team
Cisco Maintenance Contract with Cisco TAC for robust support arrangements.

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

Approximately £250,000.00

Please note that maintenance is part of a wider contract and not just for telephony.

5. Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

No – changes are made by the Digital Services Network team.



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

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

6. When is your contract renewal date?

July 2021

7. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Yes – Skype for Business, Microsoft Teams, Cisco Jabber

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

Cisco

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

July 2015

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

The Digital Services Network team

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

Please see question 4

12. How many contact centre employees/agents do you have?

Approximately 350

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

Both

14. When is your contract renewal date?

July 2021

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

No – not applicable

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

No – not applicable

17. Who currently provides your calls and lines?

Gamma Telecom, Virgin and BT

18. What is your current annual spend on calls and lines?

Approximately £215,000.00

19. When is your contract renewal date?

Gamma Telecom - 2025

Please note that we are currently in the process of transitioning our service with Virgin and BT to Gamma.



20. Who provides your wide area network? How many sites are connected?

BT PSBA - 56
Virgin Media Circuits - 29
Virgin Media ISDN2 – 16
Gamma - 4
BT Circuits - 5
BT ISDN2 - 14

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

12,991 staff members

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

Keir Warner – Head of Procurement
Keir.Warner@wales.nhs.uk

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

a. CIO / IT Director

Matt John - Associate Director of Digital Services and Chief Digital Officer
matt.dmj.john@wales.nhs.uk

b. Head of IT

As above

c. Head of Digital Transformation

As above

d. Head of Customer Services

Swansea Bay Health Board does not have a Head of Customer Services

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



P. a. wenger

Pam Wenger
Director of Corporate Governance

