

## Freedom of Information Request

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**Reference Number:** [EPUT.FOI.19.1282](#)  
**Date Received:** [22 October 2019](#)

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### Information Requested:

I would like to request the following information for research purposes please.

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 and Avaya](#)

- Approximately how many extensions does the system support across your organisation?

[6000 extensions on Cisco Unified Communications Manager \(CUCM\)](#)

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

[Avaya – BT](#)  
[Cisco - Maintel](#)

- How many of those extensions are contact centre/customer service agents?

[Approximately 200 agents are set up with extensions](#)

- When does your PBX/VOIP support contract expire?

[The Avaya contract will expire in March 2020.](#)

[A 3 year contract with Cisco is being finalised following a competitive tender against the CC framework.](#)

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### Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>