

FOI_0966_2022-23 – FOI Request Concerning – Contact Centre’s

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

There is no incumbent supplier providing all the above. There are elements of the above spread amongst various contracts with BT for call recording who send customer satisfaction surveys and the main IT outsourced provider CGI who provides elements of support for telephony; Mitel, networks VoiP and all associated kit.

The outsourced IT contract uses standard ITIL performance metrics which are reviewed monthly by the authority and also have governance meetings in place to look at performance and customer satisfaction.

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

For incumbent supplier plus other supplier telephony support costs the costs are below.

45	Telephony	Total cost	Total	Check	Year 8	Year 9	9 Year Total	
46								
47	Fixed telephony	MITEL Support	£0	£807,663	OK	£132,118	£132,078	£1,071,820
48	Fixed telephony	Management	£0	£222,253	OK	£36,576	£36,576	£295,405
49	Fixed telephony	Maintenance	£0	£756,808	OK	£122,714	£122,714	£1,002,235
50	Fixed telephony	Call costs	£0	£516,600	OK	£98,400	£98,400	£713,400
51	Mobile	Mobile telephony solution	£0	£0	OK	£0	£0	£0

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available, please also include any contract extensions.

The incumbent outsourced IT provider contract ran from X to June 2022. An extension of 6 months was taken to 28th December 2022. The network element of the contract was extended until 24th March 2022.

The BT Contract has been in place since 2019.

4. Contract Expiry: For each supplier, please state the date of when the contract expires.

Current incumbent supplying supporting systems (outsourced IT Provider) Main contract ends 28th December. Network element ends 24th March 2023.

BT is October 2023

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

Incumbent supplier contract will no longer be reviewed as new contracts are about to start. BT will be reviewed in August 2023.

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

The incumbent supplier a total managed service including but not limited to; session board controllers, Mitel, networks VoiP and all associated hardware. This is a managed service with 3rd parties providing different elements within the managed service contract.

BT provide a line and message recording functionality to some services in relation to an element of contact centre functions.

7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract.

Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.

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8. Number of Agents; please provide me with the total number of contact centre agents.

Solent do not have agents there is a new contract awarded this year with X-ON to provide a full contact centre solution. Nb: the above questions started from the incumbent supplier and has no clear cut off for questions relating to the new telephony solution.

9. Number of Sites; please can you provide me with the number of sites the contact centre covers

Surgery Connect for Solent GP Practice: - 3 site locations- 30 Concurrent Softphone Licenses (unlimited user licenses)- SystemOne Integration - screen pops, click to dial, Ad Hoc SMS

Surgery Connect for SPA Contact Centre: - 20 Concurrent Softphone Licenses (unlimited user licenses)

Surgery Connect for MPP Contact Centre: - 90 Concurrent Softphone Licenses (unlimited user licenses)- SystemOne integration: screen pop, click to dial, ad hoc SMS

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

X-on Communications

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

Solent use Exchange online

12. Number of email users: Approximate number of email users across the organisations.

Approx. 6,000

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- 1. 0800, 0845, 0870, 0844, 0300 number**
- 2. Routing of calls**
- 3. Caller Identifier**
- 4. Caller Profile- linking caller details with caller records**
- 5. Interactive voice response (IVR)**

For a contract relating to the above please can you provide me with?

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

BT, Virgin Media and Incumbent Supplier support for some elements as outlined further up the form and management of VM accounts

- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier Managed Service incorporating**

Outsourced IT Provider Manager Service for networks = 1,075,000.

- 3. Contract Expiry: For each supplier, please state the date of when the contract expires.**

Incumbent supplier and associated 3rd party support -24th March 2023

- 4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

Outsourced IT Contract was reviewed annually but will cease in the next few months.

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

Total managed service for networks

6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

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