

FOI_0657_21/22 – FOI Request Concerning – Contact Centre

1. Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

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

Solent NHS Trust do not hold one contract for the contact/call centre provision. We have multiple contracts for different elements. These providers are as below.

- BT
- CGI (our outsourced IT Provider) use Mitel for Telephony Support nb. Solent under a contract we are not party to.

b) Annual Average Spend: the annual average (over 3 years) spends for each supplier:

The information being requested would require a manual trawl of our records. As a result of this, this part of your FOI Request is being exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information.

c) Contract Expiry: the date of when the contract expires:

Our subcontract arrangements with our providers expire as below.

BT - 29 October 2022

CGI Outsourced IT Provider – 28 December 2022

d) Contract Review: the date of when the contract will be reviewed:

This is currently being reviewed and procurement is under way.

e) Contract Description: a brief description of the services provided of the overall contract:

Telephony services are provided as part of our prime IT outsourced contract with CGI. Elements which relate to contact centre functionality are covered within this contract.

f) Contact Details: 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:

Gail Johnston, Specialist IT Contracts Manager, Gail.johnston@solent.nhs.uk ,

g) Number of Agents; please provide me with the total number of contact centre agents:

Currently, circa 20 agents across all Services.

h) Number of Sites; please can you provide me with the number of sites the contact centre covers:

The current contract covers our SPA site.

i) Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Solent do not contract a full contact centre with one provider. Therefore, there are different elements provided by a number of manufacturers

j) Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.

As Solent NHS Trust does not operate a fully functioning contact centre, this information is not capture and therefore we are not able to provide the information requested.

k) Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use:

Microsoft Exchange Online

l) Number of email users: Approximate number of email users across the organisations.

Approx. 6,000 mailboxes

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

N/A

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

- **0800, 0845, 0870, 0844, 0300 numbers:**
- **Routing of calls:**
- **Caller Identifier:**
- **Caller Profile- linking caller details with caller records:**
- **Interactive voice response (IVR):**

2. For contract[s] relating to the above please can you provide me with:

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

BT - provide 0300 numbers (Any call routing or IVR functionality not delivered on our local telephony system is provided by the BT platform)

b) Annual Average Spend: the annual average (over 3 years) spends for each supplier:

The information being requested would require a manual trawl of our records. As a result of this, this part of your FOI Request is being exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information.

c) Contract Expiry: the date of when the contract expires:

See 1C response

d) Contract Review: the date of when the contract will be reviewed:

Contract review is currently underway.

e) Contract Description: a brief description of the services provided of the overall contract:

Cloud based platform for the provision of 0300 non-geographic telephone numbers call routing and IVR to present calls to our local telephony systems.

f) Contact Details: 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:

Gail Johnston, Specialist IT Contracts Manager, Gail.johnston@solent.nhs.uk