

FOI REF: 22/703

12th April 2023

Tel: 0300 131 4500

Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- 1. contact centre contract(s)**
- 2. inbound network services contract (s)**

The first part of my request relates to contact centre service contracts which could relate to one of the following:

- 1. Advanced call distribution to control the flow of calls and maximise customer experience.**

[Sector IT \(provide and support Zenworks\).](#)

- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram.**

[The Trust does not currently have any contact centre service contracts for email, live chat or social media.](#)

- 3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics.**

[Not applicable.](#)

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

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

Sector IT (provide and support Zenworks).

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

£65k.

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

4 Years.

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

31st November 2023.

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

The contract review date has currently not been confirmed.

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

Provide and support Zenworks.

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.

Andy Bissenden
Associate Director of Digital
andy.bissenden@nhs.net

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

Five Service Desk Analysts.

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

No specific number can be provided due to Service Desk covering all main sites, satellite sites, Community staff working in multiple locations and a number of hospices.

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

The company that manufactures Zenworks is Micro-Focus, recently taken over by OpenText.

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

Whilst the Trust holds the information requested, it is applying a Section 31(1)a exemption because disclosure of this information under the Act could, or could be likely to, prejudice the prevention or detection of crime.

The Trust considers that the release of the information about our email server could make the Trust more vulnerable to crime.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

In this instance, we consider that the public interest in preventing the prejudice outweighs the public interest in disclosure due to the significant impact a successful criminal attack can have.

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

Approximately 9,500 active user email accounts.

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.**

Phone system provided by NTT.

Lines that the system uses are provided by Opus.

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

NTT £200k.

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

NTT - 1st April 2024.

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

The contract review date has currently not been confirmed.

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

NTT – Provision of trust wide telephony solution.

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.

Andy Bissenden
Associate Director of Digital
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If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
esh-tr.foi@nhs.net