



Response to Request for Information

Reference FOI 000062
Date 12 April 2016

Call Centre Contract/Inbound Network Services Contracts

Request:

I wish to submit to the organisation a freedom of information request relating to the organisations:

1. contact centre/call centre contracts
2. inbound network services contracts

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.
[Contact center – inhouse](#)
[Inbound Virgin Media – voice contract](#)
2. Annual Average Spend: the annual average (over 3 years) spend for each supplier
[Contact center 5k](#)
[Inbound – part of our larger contract](#)
3. Contract Expiry: the date of when the contract expires.
[Contact centre – none – inhouse](#)
[Inbound – voice contract \(rolling contract looking to procure under framework from crown commercial services June/July 2016\)](#)
4. Contract Review: the date of when the contract will be reviewed.
[Reviewed ad-hoc. Dependent on customer requirements](#)
[Inbound – tied into voice contract \(reviewed February/March 2016\)](#)
5. Contract Description: a brief description of the services provided of the overall contract.
[All features within Mitel contact centre suite](#)
6. 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.
[Jaideep Ghai](#)
[Applications Manager](#)

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7. Number of Agents; please provide me with the total number of contact centre agents;
350
8. Number of Sites; please can you provide me with the number of sites the contact centre covers.
4 Main sites
9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
Mitel
10. 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.
March, April
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
Office 365
12. Number of email users: Approximate number of email users across the organisations.
Corporate Email accounts – 3,752