

FOI_1161_2023-24 – FOI Request Concerning – Contact Centre

1. Information for each provider

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

X-On Surgery Connect

- b) **Annual Average Spend:** For each supplier, please state the annual average (over 3 years) spend for each supplier 147,035.52

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

Expires 2025

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

2025

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

2025

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

Full contact Centre telephony Service

- g) **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.

Gail Johnston – Specialist Contracts Manager

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

Up to 130

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

47

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

Softcat

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

Exchange Online

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

4500

2. Inbound network services contracts which could relate to one of the following:

a) 0800, 0845, 0870, 0844, 0300 number 0300 BT

b) Routing of calls Atos Teams

c) Caller Identifier N/A

d) Caller Profile- linking caller details with caller records N/A

e) Interactive voice response (IVR) Teams

3. For a contract relating to the above please can you provide

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

b) Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier All part of managed service

c) Contract Expiry: For each supplier, please state the date of when the contract expires. Dec 2026

d) Contract Review: For each supplier, please state the date of when the contract will be reviewed. Jan 2026

- e) Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.** BT provides inbound Architect which allocates our 0300 numbers. Atos manage the 0300 numbers
- f) 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.** Gail Johnston – Specialist Contracts Manager