(CCC) Communications & Services

Please confirm the manufacturer of your telephony system(s) that are currently in place

When was the installation date of your telephony equipment?

When is your contract renewal date?

Who maintains your telephony system(s)?

Please confirm the value of the initial project

Please confirm the total ongoing annual spend on telephony

Please confirm the annual support cost for your telephony system

Do you use Unified Communications or Collaboration tools , if so which ones?

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

When is your contract renewal date?

Who maintains your contact centre system(s)?

Please confirm value of the initial project?

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

How many contact center agents do you have?

Do agents work from home? Or just your offices?

Do you use a CRM in the contact centre? What platform is used?

Do you use a knowledge base / knowledge management platform? What platform is used?

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Have you , or do you plan to deploy SD Wan services

Have you got SIP trunks, if so who from and confirm annual spend

Please confirm who provides your LAN, WIFI and Security infrastructure

Please confirm your annual spend on each

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Organisation

How many employees do you have overall within your organisation?

Can you provide contact details for your procurement lead / category manager for these services?

Can you provide names and contact details for the following people within your organisation?

• CIO / IT Director

• Head of IT

• Head of Digital Transformation

• Head of Customer services

Response:

1. Please confirm the manufacturer of your telephony system(s) that are currently in place
ATOS

2. When was the installation date of your telephony equipment?
September 2016

3. When is your contract renewal date?
December 2021

4. Who maintains your telephony system(s)?
We have a maintenance agreement with ATOS

5. Please confirm the value of the initial project
£400k Capital, which included Capital costs of the system setup of phone system and contact centre, phone hardware plus another project replacement Local Area Network Switches and deploy UPS's.

6. Please confirm the total ongoing annual spend on telephony
Expenditure for this account can be found:
https://www.huntingdonshire.gov.uk/council-democracy/council-open-data-and-information/budget-and-spending/expenditure-over-250/

7. Please confirm the annual support cost for your telephony system
This is included in the annual fees.

8. Do you use Unified Communications or Collaboration tools, if so which ones?
Yes

• Call control and multimodal communications - Yes
• Presence – Yes – Phone system presence is integrated to MS Lync. However Lync has been replaced for most users by Teams
• Instant messaging – Not through ATOS
• Unified messaging – Not through ATOS
• Speech access and personal assistant - Yes
• Conferencing (audio, Web and video) - Yes – but most users now using recently deployed MS Teams
• Collaboration tools - No
• Mobility - Yes
• Business process integration (BPI) – No
• Software to enable business process integration - No

Contact Centre

9. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
ATOS

10. When was the installation date of your contact centre infrastructure?

Sept 2016

11. When is your contract renewal date?
Dec 2021

12. Who maintains your contact centre system(s)?
We have a Maintenance agreement with ATOS

13. Please confirm value of the initial project?
Included with the main telephony project.

14. Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre
Expenditure for this account can be found:
https://www.huntingdonshire.gov.uk/council-democracy/council-open-data-and-information/budget-and-spending/expenditure-over-250/

15. How many contact centre agents do you have?
Circa 35

16. Do agents work from home? Or just your offices?
Both

17. Do you use a CRM in the contact centre? What platform is used?
No

18. Do you use a knowledge base / knowledge management platform? What platform is used?
No

Connectivity and Network Services

19. Who provides your WAN and internet connectivity and the annual spend on each
MLL Telecom

20. Have you, or do you plan to deploy SD Wan services
No

21. Have you got SIP trunks, if so who from and confirm annual spend
Yes provided by ATOS via 3rd party (Gamma) as part of telephony budget?

22. Please confirm who provides your LAN, WIFI and Security infrastructure
MLL
3C ICT (Huntingdonshire District Council)

23. Please confirm your annual spend on each
Expenditure for this account can be found:
https://www.huntingdonshire.gov.uk/council-democracy/council-open-data-and-information/budget-and-spending/expenditure-over-250/

24. Please confirm your data centre switching and security infrastructure and have you deployed cloud-based security and threat management
This question is unclear about what information you want?

Organisation

25. How many employees do you have overall within your organisation?

Circa 750

26. Can you provide contact details for your procurement lead / category manager for these services?
Head of ICT (See below contact details)

27. Can you provide names and contact details for the following people within your organisation?
• ICT Director

• Head of Digital Transformation

• Head of Customer services

See website: Senior Leadership Team - Huntingdonshire.gov.uk
Contact: mail@huntingdonshire.gov.uk Main number: 01480 388388 (during working hours)

Further queries on this matter should be directed to foi@cambridge.gov.uk