**Freedom of Information Request**

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| **Reference Number:** | EPUT.FOI.23.2813 |
| **Date Received:** | 26 January 2023 |

**Information Requested:**

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

   EPUT is part of a CoIN made up with 22 HealthCare providers across Essex under a single contract provided by Capita. Providing full WAN and internet services – Total contract value circa £1.75m per annum.

2. Who provides your SIP trunks and what is the annual spend

   Expo-E via CINOS – Circa £90k including support.

3. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend

   As per Q1 – MPLS, Internet and HSCN

4. Who provides your LAN infrastructure and what is your annual spend

   Various suppliers based on best value quotes – No budgeted annual spend. Equipment refresh undertaken as part of capital programmes.

5. Who provides your WIFI infrastructure and what is your annual spend

   Various suppliers based on best value quotes – No budgeted annual spend. Equipment refresh undertaken as part of capital programmes.

6. Please confirm the manufacturer(s) of your wired network core and edge switching?

   Cisco

7. When was your core network installed?

   WAN – 2018, with regular updates
   LAN – Various, EPUT has over 60 sites with varying dates of inception. All receive regular updates and equipment refreshes to replace end of life equipment.

8. Has it been updated subsequently?

   Yes

9. Who maintains your core network?

   Assuming LAN – Internally maintained.

10. When is the contract renewal date?

    N/A

11. Please confirm value of the initial project?

    N/A

12. Please confirm the value of annual support/maintenance services (in £)?

    Circa £290k

Contact Centre – target to organisations we know have a CC
Do you have a customer/ citizen facing contact centre? If not please skip these questions.

13.  Do you employ and manage your own agents, or do you outsource to a third party?
    If you outsource who to?
    https://eput.nhs.uk/media/a0cin31c/eput-foi-22-2725.pdf

14.  How many contact centre agents do you have?
    https://eput.nhs.uk/media/a0cin31c/eput-foi-22-2725.pdf

15. Do agents work from home? Or just your offices?

    Both

16. Please confirm the manufacturer of your contact centre system(s) that are currently
    in place?
    https://eput.nhs.uk/media/a0cin31c/eput-foi-22-2725.pdf

17. When is your contract renewal date?
    https://eput.nhs.uk/media/a0cin31c/eput-foi-22-2725.pdf

18.  Who maintains your contact centre system(s)?
    https://eput.nhs.uk/media/a0cin31c/eput-foi-22-2725.pdf

CRM

19. Do you use a CRM in the contact centre? What platform is used?
    https://eput.nhs.uk/media/nv2fwawj/eput-foi-22-2626.pdf

20. Do you use the same CRM for the rest of the organisation? What platform is used?
    https://eput.nhs.uk/media/nv2fwawj/eput-foi-22-2626.pdf

21. Do you use a knowledge base / knowledge management platform? What platform is
    used?
    https://eput.nhs.uk/media/nv2fwawj/eput-foi-22-2626.pdf

AI & Automation

22. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
https://eput.nhs.uk/media/4waffgov/eput-foi-22-2478-response.pdf

23. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?
https://eput.nhs.uk/media/4waffgov/eput-foi-22-2478-response.pdf

Telephony and UC/ Collaboration

24. Please confirm the manufacturer of your telephony system(s) that are currently in place b. When is your contract renewal date?

    Cisco – No contract

25. Who maintains your telephony system(s)?

    Internally maintained.

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

    Yes – Cisco UC, Microsoft Teams

Microsoft

27. What Microsoft 365 licence do you have across the business e.g. E3, E5

    E3 Restricted, as part of the NHS Mail Platform. Small number of E3 & E5 licences

28. Which partner looks after your Microsoft tenant?

    Trustmarque

29. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

    Both

Storage

30. Does your organisation use on-premise or cloud storage or both?
https://eput.nhs.uk/media/2tap1rph/eput-foi-22-2541.pdf

31. Please confirm the on-premise hardware manufacturer c. Please confirm your cloud storage provider d. What is your annual spend on cloud storage?
https://eput.nhs.uk/media/2tap1rph/eput-foi-22-2541.pdf

32. How do you back up your data and with who e.g. Backup as a Service
https://eput.nhs.uk/media/2tap1rph/eput-foi-22-2541.pdf

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https://eput.nhs.uk