



Request under Freedom of Information Act 2000

Request Ref: NGFOI 16/17: 208

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 15/07/16.

I am pleased that we are now able to provide you with a response to your request as shown below.

You requested:

I would be grateful if you can please provide me with the following information with regards to the Trust's telephony systems under the Freedom of Information Act:

Response from Northampton General Hospital NHS Trust (NGH):

Telephony Systems (VOIP/PBX)		
Ref	Question	Response
1	Which types of telephony system does the Trust utilise? (E.g. PBX, VOIP, Unified Communication (UC) - please specify all that apply).	VOIP and PBX
2	Brand of the PBX, VOIP and UC	Avaya VOIP and Siemens PBX
3	Are these systems on premise or hosted?	On Premise
4	How are the systems maintained (Maintenance Contract, Outsourced Managed Service, Shared Service or internal Trust resource)	Maintenance contract
5	Existing Supplier/s of above referenced service contracts (if there is more than one supplier please name each)	Intrinsic Technologies
6	Contract Description: please provide a brief description of the overall service provided under this contract	Yearly maintenance contract over 36M
7	Expiry date of initial contract term, excluding any potential extension period (please provide the day/month/year)	31/04/2017
8	Annual Average Spend (the annual average spend for each contract)	Exemption Description Reason / Explanation Section 43(2) Commercial Interests To provide the information as requested, would be disclosing information which is commercially sensitive and could prejudice the commercial interests of our suppliers. This information is therefore held exempt under section 43 of the FOI

		Act. In relation to this exemption (known as a 'Prejudice' based exemption), as required, we have applied the Public Interest Test and have found that the public interest in withholding the information is greater than the public interest in disclosing the information.
9	Number of users on each system or PBX	700 VOIP 2000 PBX
10	Application(s) running on PBX/VOIP systems	Avaya Communicator app
11	Who maintains the Local Area Network (Trust or external party; if external please specify names of associated parties) and what is the brand of the associated network hardware e.g. Cisco, HP etc?	Intrinsic Technologies
12	Which company provides and maintains the Wi-Fi network (Trust or external party; if external please specify names of associated parties) and what is the brand of the associated network hardware e.g. Cisco, HP etc?	Intrinsic Technologies
13	Which company provides the Wide-Area-Network?	N3
14	Is the Trust planning to procure a new VOIP telephone system to replace an end-of-life analogue switch? If so, in which month and year (approximately) is the tender likely to be released?	No
15	Contact Details of the person from with the organisation responsible for each contract including full Contact details	ICT Service Delivery Manager. It is not Trust practice to divulge the contact details for staff members below board level, however, we would be happy to forward on correspondence on your behalf.