

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

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

Various, including:

PBX – Mitel

Microsoft

Rostrvm

When was the installation date of your telephony equipment?

Various dates from 2007

Who maintains your telephony system(s)?

Internal services

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

Approximately £500,000

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

Yes

When is your contract renewal date?

Various. Procurements for the council are available on <https://www.eastmidstenders.org/>

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Skype for Business/Microsoft Teams.

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

Rostrvm – for call routing and call recording

GovService – for web forms and CRM for the contact centre

When was the installation date of your contact centre infrastructure?

3 years ago.

Who maintains your contact centre system(s)?

Rostrvm

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

See above.

How many contact centre employees/agents do you have?

118 FTE

Do agents work from home? Or just your offices?

All working from home currently but moving to 25% office and 75% home working going forward.

When is your contract renewal date?

We renewed in Summer 2019 and are about to upgrade and renew again for this year.

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

GovService on an annual basis – it is unlikely that we will be using an alternative anytime soon as we use the same system for forms, customer portal, Service (CRM) and internal workflow.

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

No

Who currently provides your calls and lines?

Virgin Media Business

What is your current annual spend on calls and lines?

£104,000

When is your contract renewal date?

November 2021

Who provides your wide area network? How many sites are connected?

Virgin Media – 208 sites

How many employees do you have overall within your organisation?

14045 (headcount, not fte)

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

Kaj Ghattaora, Group Manager, Procurement Email kaj.ghattaora@nottsc.gov.uk???

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

CIO / IT Director

Nigel Stevenson, Service Director - Finance, Infrastructure and Improvement

Email: nigel.stevenson@nottsc.gov.uk

Head of IT

Mark Davies, Interim Head of ICT Email: mark.davies@nottsc.gov.uk

Head of Digital Transformation

Nigel Stevenson, Service Director - Finance, Infrastructure and Improvement

Email: nigel.stevenson@nottsc.gov.uk

Head of Customer services

Marie Rowney, Group Manager, Customer Service Centre Email: marie.rowney@nottsc.gov.uk

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottsc.gov.uk.

Yours sincerely

John Allison

Information Officer

Chief Executive's Department

Nottinghamshire County Council

County Hall, West Bridgford, Nottingham NG2 7QP

Telephone: 0115 977 2788