

Freedom of Information Request: Our Reference CTMUHB_202_20

You asked:

Please note that the answers below relate to the Cwm Taf historical area of the Cwm Taf Morgannwg University Health Board which was established in April 2019. The Morgannwg area Telephony Services are currently provided by Swansea Bay University Health Board, as an interim measure, while we transition these services to Cwm Taf Morgannwg University Health Board.

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

- a. Mitel
- b. Siemens

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

- a. Mitel – 2018
- b. Siemens – 1999

3. Who maintains your telephony system(s)?

Daisy Corporate Services Trading Limited.

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

- a. Initially estimated 5 year contract value £660,108.01
- b. Annual maintenance is £111k

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

The contract allows for limited modifications. Those changes, out of scope of the contract, are priced individually.

6. When is your contract renewal date?

1st July 2022, subject to extension of current contract.

7. 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?

- a. Microsoft Teams
- b. Mitel

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

- a. Mitel
- b. Netcall

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

- a. Mitel – 2018
- b. Netcall is now known as Liberty – 2016

10. Who maintains your contact centre system(s)?

- a. Daisy Corporate Services Trading Limited
- b. Netcall PLC

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

- a. Mitel – included in the telephony system contract
- b. Netcall, now known as Liberty – was used initially for a different purpose – N/A

12. How many contact centre employees/agents do you have?

There are approximately 24 agents in the Partial booking team and approximately 5 in the ICT Help Desk.

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

Offices.

14. When is your contract renewal date?

Daisy Corporate Services Trading Limited in line with point 6.a.

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

No.

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

Microsoft SharePoint.

17. Who currently provides your calls and lines?

Maintel.

18. What is your current annual spend on calls and lines?

It is approximately £140,000 per annum, including VAT.

19. When is your contract renewal date?

1st July 2021, subject to extension of current contract.

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

- a. BT, under PSBA agreement
- b. 46 sites.

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

There are approximately 13,000 employees in Cwm Taf Morgannwg University Health Board. This figure includes the Morgannwg locality, whose Telephony Services are currently provided by Swansea Bay University Health Board.

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

Procurement services are provided by [NHS Wales Shared Services Partnership](#) (NWSSP).

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

- CIO – N/A
- Executive IT Director – Clare Williams – Tel: 01443 744800
- Interim Assistant Director of IT – Karen Winder – Tel: 01685 721721
- Head of Digital Transformation – N/A
- Head of Customer services – N/A

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I can confirm that the individuals captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.