



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_235_24

You asked:

1. Telephony and UC/ Collaboration

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

MITEL, HiPath 4k (DECT) and Cisco Call Manager (this has been inherited from Abertawe Bro Morgannwg University Health Board (ABMUHB) (now Swansea Bay University Health Board (SBUHB)) following the boundary change in April 2019.

b. When is your contract renewal date?

June 2025.

c. Who maintains your telephony system(s)?

Mitel System is maintained by Daisy Communications. CUCM is maintained by CDW (Cinos will be taking over the contract on the coming months).

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

Mitel Miccollab and MS teams.

2. Microsoft

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

F5 and E5.

b) Which partner looks after your Microsoft tenant?

From a licence perspective – TrustMarque

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

Clinical/Corporate applications are typically hosted on premise or nationally ([Digital Health and Care Wales](#)). Productivity suite is through O365.

3. Storage

a. Does your organisation use on-premise or cloud storage or both?

On premise.

b. Please confirm the on-premise hardware manufacturer

Dell.

c. Please confirm your cloud storage provider

N/A.

d. What is your annual spend on cloud storage?

N/A.

e. How do you back up your data and with who e.g. Backup as a Service

N/A – we don't utilise Cloud backup.