



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_312_24

You asked:

LAN

a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)

Cisco.

a2 When did you last conduct a major refresh of this infrastructure/how many devices?

2019 (4 core switches).

a3 Who is the reseller or supplier of this LAN hardware?

CAE and BT.

a4 Who maintains the LAN?

BT.

a5 When is your maintainance renewal/expiry date ?

August 2026.

a6 Have you recently reviewed/when are you next reviewing this infrastructure?

Yes.

WLAN Wireless LAN

b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)

Cisco.

b2 When did you last conduct a major refresh of this infrastructure/how many devices?

2019 6 wireless lan controllers.

b3 Who is the reseller or supplier of this WLAN hardware?

CAE and BT.

b4 Who maintains the WLAN?

BT.

b5 When is your maintenance renewal/expiry date ?

August 2026.

b6 Have you recently reviewed/when are you next reviewing this infrastructure?

Yes, recently reviewed.

Data Centre

c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)

Cisco.

c2 When did you last conduct a major refresh of this infrastructure/how many devices?

2019 6 Nexus.

c3 Who is the reseller or supplier of this data centre hardware?

CAE and BT.

c4 Who maintains the data centre equipment?

BT.

c5 When is your contract renewal/expiry date ?

August 2026.

c6 Have you recently reviewed/when are you next reviewing this infrastructure?

Yes, recently reviewed.

c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)

Dell .

c8 Which DC storage technology do you use? (eg netapp, dell, IBM)

Dell.

WAN/Internet Connectivity

d1 Who provides your WAN (eg BT, Virgin)

BT PSBA.

d2 Who provides your internet connectivity (eg BT, Virgin)

BT PSBA.

d3 When is your maintenance renewal/expiry date?

On going national project.

d4 Who provides your SD-WAN (eg Palo Alto, Meraki)

N/A.

d5 Do you plan to introduce SD-WAN in the future?

Yes.

d6 Have you recently reviewed/when are you next reviewing this infrastructure?

No.

d7 Which hypervisor do you use (eg VMware)

N/A.

SIP

e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)

Gamma.

e2 Who provides/resells this SIP?

Maintel.

e3 How many SIP channels do you have?

120 60/60 per site.

e4 When is your contract renewal/expiry date?

July 2025.

e5 Have you recently reviewed/when are you next reviewing this service?

Jan 2025.

Mobile

f1 Which Mobile carrier do you use (eg Vodafone)

EE.

f2 Who provides/resells this service?

Wavenet.

f3 How many mobile connections do you have

2600.

f4 When is your contract renewal/expiry date?

July 2025.

f5 Have you recently reviewed/when are you next reviewing this service?

Currently Under review.

Telephony

g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)

Mitel.

g2 When was the current system installed?

2016 install, 2024 server upgrade.

g3 Is this on premise or cloud based?

On premise.

g4 How many users?

5000 extensions.

g5 When is your contract renewal/expiry date?

July 2025.

g6 Have you recently reviewed/when are you next reviewing this service?

Jan 2025.

Teams Phone System

h1 Do you use Microsoft for PSTN calling?

No.

h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)

N/A.

h3 How many users?

N/A.

h4 If you dont currently use, are you looking to implement?

No.

h5 Have you recently reviewed/when are you next reviewing this service?

No Plans.

Contact centre

i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)

Mitel Voice Buisness, Cisco Finesse, Liberty Netcall.

i2 When was the current system installed?

Various installs.

i3 Is this on premise or cloud based?

On premise.

i4 How many agents?

Circa 170.

i5 When is your contract renewal/expiry date?

Various.

i6 Have you recently reviewed/when are you next reviewing this service?

On going.