

Ref No. SG9039

Date: 3 January 2020

REQUEST:

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?
2. When was the installation date of your telephony equipment?
3. Who maintains your telephony system(s)?
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
5. When is your contract renewal date?
6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
7. When was the installation date of your contact centre infrastructure?
8. Who maintains your contact centre system(s)?
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
10. How many contact centre employees/agents do you have?
11. When is your contract renewal date?
12. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?
13. How many employees do you have overall within your organisation?
14. Who currently provides your calls and lines?
15. What is your current annual spend on calls and lines?
16. When is your contract renewal date?
17. Are you using SIP or ISDN?
18. Do you use a wide area network?

OUR RESPONSE:

1. Mitel/Asterisk FreePBX/Virgin Media Centrex
2. Various from 1998 to date.
3. Virgin Media or internal IT support department.
4. There is no figure for "initial project", maintenance is included in overall telephony costs.
5. 2020
6. LPT does not use a contact centre system.
7. N/A
8. N/A
9. N/A
10. N/A
11. N/A
12. Yes, Skype for business.
13. Approx. 5500
14. Gamma and Virgin Media.
15. This information is not currently available. Due to the shared nature of the contract, it is not possible to determine the costs for LPT solely.

16. Various

17. Both

18. Yes