

## **FOI 8350 - Attachment 1**

1. The UHB confirms that the supplier for its contact/call centre contract is Netcall.

The UHB confirms that the annual average spend, over a period of three (3) years, is

2. £60,639.00 +VAT.

3. The UHB confirms that the contract expiry date is 23 February 2025.

4. The UHB confirms that the contract is scheduled for review in Autumn 2024.

The UHB confirms that the services provided by Netcall include; hardware and software

5. maintenance and support.

The UHB confirms that the person responsible for this contract is Paul Solloway, Deputy Digital Director and can be contacted by telephone on 01267 887012 or by email:

6. [Paul.solloway@wales.nhs.uk](mailto:Paul.solloway@wales.nhs.uk)

7. The UHB confirms that it has thirty (30) contact/call centre employees.

8. The UHB confirms that the contact centre covers 56 sites.

9. The UHB confirms that the manufacturer of its contact/call centre system is Netcall.

The UHB confirms that the busiest month in the contact/call centre was December, during

10. the 2021 calendar year.

11. The UHB confirms that the email server it uses is Office 365 (Exchange online).

12. The UHB confirms that it has approximately 10,600 email users across the UHB.

13. The UHB confirms that the contract for its inbound network services provider is Maintel.

The UHB confirms that the annual average spend, over a period of three (3) years, is

14. £325,226.40 +VAT.

15. The UHB confirms that the contract expiry date is 30 September 2022.

16. The UHB confirms that the contract review has been undertaken and completed.

Maintenance of Mitel infrastructure, switchboard services, Public Switched Telephone Network (PSTN) call charges and rental and Session Initiation Protocol (SIP) call charges

17. and rental.

18. Please see response to question 6.