

FOI.14569 - Attachment 1

Question	Answer
1. LAN	
a. Which primary LAN hardware do you use? (eg Extreme, Juniper, Cisco)	Cisco
b. When did you last conduct a major refresh of this infrastructure/how many devices?	After the Local Area Network (LAN) refresh, 55 devices were purchased in December 2021 Insight Public Sector Details can be accessed via the link provided below:
c. Who is the reseller or supplier of this LAN hardware?	Public Sector IT Solutions Government Digital Transformation Strategy Insight Public Sector Insight
d. Who maintains the LAN?	Maintained locally with third party support contract via Convergence and direct support from Cisco.
e. When is your maintenance renewal/expiry date?	25/06/2024
f. Have you recently reviewed/when are you next reviewing this infrastructure?	The LAN infrastructure is constantly under review
2. WLAN Wireless LAN	
a. Which primary WLAN hardware do you use? (eg Extreme, Juniper, Cisco)	Fortigate hardware
b. When did you last conduct a major refresh of this infrastructure/how many devices?	After the Wireless Local Area Network (WLAN) refresh, 48 devices were purchased during February and March 2024
c. Who is the reseller or supplier of this WLAN hardware?	Insight Public Sector See link provided in response to question 1c.
d. Who maintains the WLAN?	Maintained locally with third party support contract from Advatek
e. When is your maintenance renewal/expiry date?	31/03/2025
f. Have you recently reviewed/when are you next reviewing this infrastructure?	The WLAN infrastructure is constantly under review
3. Data Centre	
a. Which primary data centre hardware do you use? (eg Extreme, Juniper, Cisco)	CISCO
b. When did you last conduct a major refresh of this infrastructure/how many devices?	After a data centre refresh, 30 devices were purchased during February and March 2024
c. Who is the reseller or supplier of this data centre hardware?	Insight Public Sector See link provided in response to question 1c.
d. Who maintains the data centre equipment?	Maintained locally with third party support contracts from Convergence, Cisco and Hpe
e. When is your contract renewal/expiry date?	31/03/2025
f. Have you recently reviewed/when are you next reviewing this infrastructure?	The data centre infrastructure is constantly under review. However, the UHB currently has an active tender to upgrade some of the data centre infrastructure
g. Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)	CISCO UCS
h. Which DC storage technology do you use? (eg netapp, dell, IBM)	HPe Nimble
4. WAN/Internet Connectivity	
a. Who provides your WAN? (eg BT, Virgin)	BT - PSBA
b. Who provides your internet connectivity? (eg BT, Virgin)	Digital Health and Care Wales (DHCW)
c. When is your maintenance renewal/expiry date?	October 2026
d. Who provides your SD-WAN? (eg Palo Alto, Meraki)	Not applicable
e. Do you plan to introduce SD-WAN in the future?	Yes, pending funding.
f. Have you recently reviewed/when are you next reviewing this infrastructure?	The Wide Area Network (WAN)/Internet connectivity infrastructure is constantly under review
g. Which hypervisor do you use? (eg VMware)	VMWare
5. SIP	
a. Which SIP carrier do you use? (eg BT, Gamma, Virgin)	Gamma
b. Who provides/resells this SIP?	Maintel
c. How many SIP channels do you have?	400
d. When is your contract renewal/expiry date?	October 2027
e. Have you recently reviewed/when are you next reviewing this service?	The UHB is currently progressing a major project upgrading to its Session Initiation Protocol (SIP) services
6. Mobile	
a. Which Mobile carrier do you use? (eg Vodafone)	EE and Vodafone
b. Who provides/resells this service?	Direct to EE/Vodafone
c. How many mobile connections do you have?	4,680
d. When is your contract renewal/expiry date?	See answer to 6e below
e. Have you recently reviewed/when are you next reviewing this service?	New contract with EE commenced at the start of the 2024/25 financial year Vodafone contract to be reviewed at the end of the 2024/25 financial year
7. Telephony	
a. Which phone systems do you use? (eg Mitel, Avaya, 8x8)	MITEL, PHILIPS SOPHO
b. When was the current system installed?	The UHB has multiple systems over a wide geographical area that are currently undergoing a modernisation project, replacing the variety of systems in use
c. Is this on premise or cloud based?	The UHB has both premise and cloud based systems
d. How many users?	Approximately 5,000 users
e. When is your contract renewal/expiry date?	
f. Have you recently reviewed/when are you next reviewing this service?	See response to 7b above
8. Teams Phone System	
a. Do you use Microsoft for Publicly Switched Telephone Network (PSTN) calling?	Yes
b. Which types of Microsoft telephony do you use? (eg Calling plan, Skype, Operator Connect, Direct routing)	Direct Routing, Calling Plan
c. How many users?	50
d. If you don't currently use, are you looking to implement?	Not applicable
e. Have you recently reviewed/when are you next reviewing this service?	The Microsoft Teams phone system is being reviewed nationally as an All Wales solution
9. Contact centre	
a. Which contact centre systems do you use? (eg Genesys, Avaya, Enghouse)	NetCall and MITEL
b. When was the current system installed?	NetCall has been operational since 2008 MITEL has been operational since 2000
c. Is this on premise or cloud based?	Both onsite
d. How many agents?	NetCall = 60 concurrent MITEL =40
e. When is your contract renewal/expiry date?	NetCall renewal date is 1 April 2025
f. Have you recently reviewed/when are you next reviewing this service?	MITEL is currently being reviewed as part of the modernisation of telephony services across the UHB The contact centre services are constantly under review