

Reference:	FOI.16653.25
Subject:	Systems
Date of Request:	21 February 2025

Requested:

1. SIP Trunking
 - a. Have you implemented SIP?
 - b. If yes, when does the contract expire?
 - c. Who is your SIP provider?
 - d. The email address of the primary contact for this contract?

2. Team Licences
 - a. Which Microsoft 365 Licence do you have e.g. E3, E5
 - b. Have you voice enable your Teams Licences?
 - c. If not, is that something you are considering?

3. Telephony
 - a. What is your current telephony system?
 - b. How many users of the telephony system?
 - c. When is the contract up for renewal?
 - d. The email address of the primary contact for this contract?

Response:

1. Hywel Dda University Health Board (UHB) provides the SIP Trunking information requested within the table below.

a.	Implemented?	Yes
b.	Contract expiry date	February 2027
c.	SIP provider	Gamma
d.	Primary contact for this contract	john.hackett@wales.nhs.uk

2. The UHB provides the Microsoft information requested within the table below.

a.	Microsoft 365 licence	E5 and F3
b.	Voice enabled	F3 – 50 enabled as part of proof of concept
c.	If not, something you would consider	Not applicable

3. The UHB provides the Telephony information requested within the table below.

a.	Current telephone system	Philips Sopho and MITEL
b.	Users	5,000
c.	Contract renewal date	Philips Sopho – not being renewed NITEL – February 2027
d.	Primary contact for this contract	john.hackett@wales.nhs.uk