

Reference:	FOI.20837.26
Subject:	Telephony and a contact centre
Date of Request:	24 June 2026

Requested:

Please provide responses to the questions below. Where exact figures are not held centrally, reasonable estimates or approximations are acceptable.

Section 1 — Telephony Infrastructure

1. What telephony system(s) does Hywel Dda University Health Board currently use for inbound and outbound calls?

Please provide:

- a. Vendor / manufacturer name
- b. Product / platform name (e.g. Cisco Unified Communications Manager, Avaya Aura, Mitel MiVoice, Microsoft Teams Direct Routing, 8x8, RingCentral, Gamma, BT Cloud Voice)
- c. Version or generation currently in use

2. Is your telephony system:

- a. On-premise (hosted within your own data centre or server rooms)
- b. Cloud-based / hosted (vendor or third-party managed)
- c. Hybrid (combination of on-premise and cloud)

3. Approximately how many telephone lines and/or DDI (Direct Dial-In) numbers does Hywel Dda University Health Board currently operate?

4. When was your current telephony system first installed or last substantially upgraded?

Section 2 — Contact Centre / Patient Access

5. Does Hywel Dda University Health Board operate a dedicated contact centre, patient access centre, or centralised switchboard function?

• If yes, please provide:

- a. Name or primary function of the contact centre / access centre
- b. Communication channels currently supported (e.g. voice/telephone, email, webchat, SMS, social media, video)
- c. Contact centre platform or software used to manage queuing, routing, and agent interactions (e.g. Cisco UCCE / UCCX, Avaya Contact Centre, Genesys Cloud, NICE CXone / inContact, Amazon Connect, Salesforce Service Cloud, Freshdesk, Puzzel, Content Guru)

6. How many contact centre agent seats or licences does Hywel Dda University Health Board currently hold?

7. What is the approximate annual inbound call volume handled by your contact centre or switchboard?

8. Does your organisation use an Interactive Voice Response (IVR) or automated call routing system? If yes, please provide the vendor and product name.

Section 3 — Support And Maintenance Contracts

9. Who provides support and maintenance for your telephony and/or contact centre system(s)? Please provide (for each system if more than one):
- a. Name of the support provider (vendor direct support or third-party maintenance organisation)
 - b. Type of coverage (vendor support, third-party maintenance, or both)
 - c. Approximate annual value of the support / maintenance contract
 - d. Contract start date and expiry / renewal date
10. Are any significant telephony or contact centre contracts (including licences, maintenance, or managed service agreements) due for renewal within the next 24 months? If yes, please provide the contract category and approximate renewal date (full commercial detail is not required).
11. What procurement framework(s) did Hywel Dda University Health Board use to procure its current telephony or contact centre solution(s)? (e.g. Crown Commercial Service (CCS) RM6116, NHS Shared Business Services, G-Cloud, Tech Products 4, direct award, competitive tender)

Section 4 — Staffing

12. How many whole-time equivalent (WTE) staff are directly employed by Hywel Dda University Health Board in contact centre, patient access centre, or switchboard roles?
13. Please provide a breakdown of contact centre / switchboard staff by job role or Agenda for Change (AfC) band (or equivalent). Specific names of individuals are not required; job title or band is sufficient.
14. Does Hywel Dda University Health Board use any outsourced or third-party contact centre agents or managed service operators?
- If yes, please provide:
 - a. Approximate number of outsourced agent seats or FTEs
 - b. Name of the outsourced provider
 - c. Approximate annual cost of the outsourced arrangement
15. Does Hywel Dda University Health Board have a named senior role responsible for contact centre or patient access operations? (e.g. Head of Contact Centre, Head of Patient Access, Director of Operations — name of individual not required, role title only)

Section 5 — Future Plans

16. Is Hywel Dda University Health Board currently planning, evaluating, or actively procuring a replacement or substantial upgrade to its telephony or contact centre system within the next 24 months? If yes, please state the anticipated timeline and scope (e.g. full platform replacement, cloud migration, additional channel capability).
17. Has Hywel Dda University Health Board completed or commissioned any review, business case, or digital roadmap covering telephony or contact centre transformation in the last two years?

Response:

Hywel Dda University Health Board (UHB) has applied an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA) to the annual values requested for question 9c as they relate to third parties and disclosure would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In **favour of disclosure**: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the suppliers, as it would disclose their pricing, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: The UHB has consulted with the third parties and has taken their comments into consideration. It has therefore been decided that releasing all of the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the provider's competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

Therefore, the public interest in withholding the annual contract values is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the companies to which this information concerns.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the information it holds below.

1a. The UHB confirms that its current provider for inbound and outbound calls is Mitel.

1b. The product is Mitel MiVoice.

1c. Not applicable.

2. The UHB confirms that its telephony system is hybrid, a combination of on-premise and cloud.
3. The UHB currently operates approximately ten thousand (10,000) Direct Dial-In (DDI) numbers and one hundred and seven (107) Public Switched Telephone Network (PSTN) lines.
4. The onsite Philips Sopho and Mitel PABXs telephony systems were installed pre-2005, and the Mitel Cloud platform was operational from November 2021. The UHB is currently upgrading its telephony service to move away from hybrid to cloud only.
5. The UHB confirms that it does operate a dedicated contact centre.

5a. The name of the UHB's contact centre is the Command Hub.

5b. The communication channels currently supported are voice/telephone.

5c. The UHB's Command Hub uses NetCall and Gamma Sip Trunk Call Manager to manage queuing, routing and agent interactions.

6. The UHB currently has seventy (70) concurrent licences.

7. The UHB's Command Hub handled approximately one million, three hundred and one thousand, two hundred and seventeen (1,301,217) inbound calls, during the period 1 May 2025 to 30 April 2026.

8. The UHB uses an Interactive Voice Response (IVR) system provided by Mitel NuPoint, and the product is Gamma STCM.

9. The UHB provides the details requested for the support and maintenance of its contact centre systems.

a. Provider	b. Coverage type	c. Approximate annual value	d. Contract start and end dates
Mitel – Maintel	Both vendor support and third-party maintenance	Section 43 exemption applied	1 October 2025 to 30 September 2026
Gamma STCM - Maintel			24 March 2025 to 23 March 2028
NetCall – NetCall			

10. Please see contract end dates provided in response to question 9d. The contract category is Maintenance, Support and Licences.

11. Both the Maintel and NetCall contracts were procured by competitive tender via NHS Shared Business Services (SBS) using the Crown Commercial Service (CCS) RM6116 framework.

12. The UHB currently employs a Whole Time Equivalent (WTE) number of 28.55 within its Command Hub.

13. The UHB provides below the job roles and Agenda for Change (A4C) pay bands for its Command Hub:
- Switchboard Manager - Band 5
 - Switchboard Operator - Band 3
14. The UHB does not outsource or use third-party contact centre agents or managed service operators.
15. The senior role responsible for the UHB's Command Hub is the Digital Director.
16. The UHB is currently planning to upgrade its telephone and contact centre solutions, which is scheduled to be completed by March 2027.
17. The UHB has recently commissioned CGI IT UK Limited to run a procurement exercise for a Patient Services Centre, which was procured by NHS Wales Shared Services Partnerships (NWSSP); the details of the awarded contract are available on the Welsh Government's Sell2Wales website. The reference number and link to the Sell2Wales website have been provided below:

P0031 - 202606_HDdUHB_CGI_PSC (WP1.7) - [View notice - Sell2Wales](#)