

## Telephone Systems

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Reference Number: RDF1071-22

Date of Response: 30/11/2022

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

1. [What telephone system does the organisation use?](#)

The Trust hold this information.

- The Eastern service use Openscape 4000, Mitel, Alcatel.
- The Northern service currently use Mitel and Siemens Realitis (Siemans due to be removed and replaced by Mitel in Feb 23).

2. [How many users use the telephone system?](#) The Trust hold this information.

- The Eastern service of the Trust has 6000 users.
- The Northern service has 2500 Users.

3. [Is the telephone system cloud based?](#) Trust response is no.

4. [When will the organisation next review their telephony contracts?](#) The Trust holds this information.

- The Eastern service Openscape 4000 contract will be 12/23. Mitel and Alcatel will be 04/24.
- For the Northern service, the Mitel contract will be 02/24.

5. [Who is the main network provider the organisation uses for its mobile phones?](#) The Trust holds this information.

The Network provider is Vodafone for both areas.

6. [How many employees have a mobile phone supplied by the organisation?](#)

- The Eastern service has supplied 4000.
- The Northern service has supplied 2000.

7. [What is the date that the organisation will next review its main mobile phone contract?](#) The Trust is currently reviewing for both areas.

8. What Video Conferencing Solutions does the organisation use?. The Trust holds this information.

- The Eastern service of the Trust use Teams, Cisco, Polycom.
- The Northern service of the Trust use Hybrid Polycom system supplied by a third-party vendor.

9. Does the organisation run webinars or online events?

The Trust response is yes, these are run internally.

10. Does the organisation provide "click To chat" functionality on its website? No.