

ICT Contracts - Atereo Voice Operator

Reference Number: RDF2233-23

Date of Response: 23/01/24

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

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

Dear Royal Devon University Healthcare NHS Foundation Trust,

- 1. Please share the annual spend and contract information for Atereo Voice Operator, please brief the contract description like what are the services this contract includes.*

Answer: Support, maintenance and updates (x24 hours a day x7 days a week x365 days a year) – cost £13k per annum.