



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI557342028

Thank you for your request for information relating to LAN, Core & Edge refresh.

You have requested the following information:

1. When was your last networking (LAN, Core & Edge refresh, and when is the next refresh planned?

There is a continuous rolling programme of network hardware replacements.

1a. What would you like to improve upon in your next refresh?

Not applicable.

1b. Could you please confirm the supplier for your current contract and the vendor that you are using?

CDW.

2. When was your last Wi-Fi refresh, and when is the next refresh planned?

June 2018 and nothing currently planned.

2a. What would you like to improve upon in your next refresh?

Not applicable.

2b. Could you please confirm the supplier for your current contract and the vendor that you are using?

CDW/Cisco.

3. When was your last telephony or Unified Communications refresh, and when is the next refresh planned?

January 2020 and nothing currently planned.

3a. What would you like to improve upon in your next refresh?

Not applicable.

3b. Could you please confirm the supplier for your current contract and the vendor that you are using?

Microsoft.

4. Do you currently use SD-WAN or SASE, if not it this something that you are planning to do?

No.

4a. If yes, could you please confirm the supplier for your current contract and the vendor that you are using?

Not applicable.

5. How many users do you currently have in your contact centre?

371.

5a. What would you like to improve upon with your contact centre

Intuitive IVRs for phone/internet/chat – grasping info from all medias and informing IVRs and messaging across all medias in some automation

Additional Multi media: phone/email/chat/SMS - in particular email/SMS

CRM: link contacts across the Councils CRM platforms

Reporting: easily set up reports/dashboards for real time and historic monitoring and set up custom metrics for these reports. Also require ability to report on agent activity via agent status thru the call journey. Also need to see any call/chat/email journey and report/playback the journey.

5b. Could you please confirm the supplier for your current contract and the vendor that you

are using?

8x8.

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Yours faithfully

Information Governance