



Llywodraeth Cymru  
Welsh Government

## E-mail request

Our ref: ATISN 15026

Date: 21 April 2021

Dear

### ATISN 15026

Thank you for your request which I received on 23 March 2021. I have set out at Annex 1, the questions you submitted.

I have set out at Annex 1, my response to each of your questions.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely



BUDDSODDWYR | INVESTORS  
MEWN POBL | IN PEOPLE

Parc Cathays • Cathays Park  
Caerdydd • Cardiff  
CF10 3NQ

## **Annex 1**

### **Telephony and UC/ Collaboration**

Please confirm the manufacturer of your telephony system(s) that are currently in place

- Microsoft Teams Unified Comms
- Nexus Open Systems Limited and Anywhere 365 – Contact Centre Solution

When was the installation date of your telephony equipment?

- 1st December 2020 started. Completion May 2021

When is your contract renewal date?

- 3 years – December 2023

Who maintains your telephony system(s)?

- Internal for Unified Comms
- NexusOS and A365 for Contact Centres

Please confirm the value of the initial project

- £2.7m

Please confirm the total ongoing annual spend on telephony

- £3m

Please confirm the annual support cost for your telephony system

- This is listed in the total ongoing annual spend question above

Do you use Unified Communications or Collaboration tools, if so which ones?

- Microsoft Teams.

### **Contact Centre**

Please confirm the manufacturer of your contact centre system(s) that are currently in place?

- Mitel Contact Centre – Being phased out before decommissioning
- Anywhere365 – Under build

When was the installation date of your contact centre infrastructure?

- Mitel first commissioned August 2015.
- Anywhere365 infrastructure build started 01/03/2021

When is your contract renewal date?

- Mitel – not relevant, contract coming to an end without renewal option.
- Anywhere365 - Three years from March 2021

Who maintains your contact centre system(s)?

- Internal infrastructure Teams
- NexusOS and Anywhere365
- Mitel contact Centre - Mitel

Please confirm value of the initial project?

- £133k first year

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

- £100k +VAT per year. Note that this also includes items such as SIP rental which do not fall within the "support/maintenance" definition but are ongoing costs.

How many contact centre agents do you have?

- 120 Agents

Do agents work from home? Or just your offices?

- Agents work from Home and in the office.

Do you use a CRM in the contact centre? What platform is used?

- Some of the contact centre teams have access to Microsoft CRM platforms

Do you use a knowledge base / knowledge management platform? What platform is used?

- BMC Remedy's Knowledge base platform.

## **Connectivity and Network Services**

Who provides your WAN and internet connectivity and the annual spend on each

- BT PSBA provides both services on a combined quarterly invoice of approx. £40k

Have you or do you plan to deploy SD Wan services

- SD-WAN is already implemented across the organisation.

Have you got SIP trunks, if so who from and confirm annual spend

- The SIP platform is in the process of being decommissioned

Please confirm who provides your LAN, WIFI and Security infrastructure

- These services are resourced and delivered internally within the organisation.

Please confirm your annual spend on each

- Internal charging

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

- We do have datacentre-installed core switches and security infrastructure, along with cloud-based security and threat management

## **Organisation**

How many employees do you have overall within your organisation?

- As at 31 March 2021, the Welsh Government had a staff headcount of 5,801

Can you provide contact details for your procurement lead / category manager for these services?

- David.Nicholson@gov.wales

Can you provide names and contact details for the following people within your organisation?

CIO / IT Director

- Glyn.Jones@gov.wales is the Chief Digital Officer

Head of IT

- David.Milner@gov.wales

Head of Digital Transformation

- Tayyeba.Roula@gov.wales

Head of Customer services

- David.Milner@gov.wales