

Our Ref: 63105

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NHS South Sefton CCG

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Telephony/Communications within NHS South Sefton CCG.

Request/[Response](#):

I would like to request the following information for research purposes please. This will enable our company – IP Integration to potentially approach you with a maintenance contract for your telephony support when the time is right, rather than randomly!

Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

1. Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?

[Cisco](#)

2. Approximately how many extensions does the system support across your organisation?

[400 between NHS South Sefton CCG and NHS Southport and Formby CCG \(please note this also includes GP practices\)](#)

3. Who is the incumbent/support partner for the maintenance of your VOIP/PBX?

[BT](#)

4. How many of those extensions are contact centre/customer service agents?

[0](#)

5. When does your PBX/VOIP support contract expire?

[April 2021](#)