

**Freedom of Information Request**

**Ref: 24-464**

28 June 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**LAN**

**a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco).**

Cisco

**a2 When did you last conduct a major refresh of this infrastructure/how many devices?**

Rolling programme, 40 switches

**a3 Who is the reseller or supplier of this LAN hardware?**

CAE

**a4 Who maintains the LAN?**

In house engineers/CAE

**a5 When is your maintenance renewal/expiry date?**

July 2025

**a6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Yes, ongoing

**WLAN Wireless LAN.**

**b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco).**

Cisco

**b2 When did you last conduct a major refresh of this infrastructure/how many devices?**

Rolling programme, 40 switches

**b3 Who is the reseller or supplier of this WLAN hardware?**

CAE

**b4 Who maintains the WLAN?**

In house engineers/CAE

**b5 When is your maintainance renewal/expiry date?**

July 2025

**b6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Yes, ongoing

#### **Data Centre**

**c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)**

Cisco

**c2 When did you last conduct a major refresh of this infrastructure/how many devices?**

Rolling programme, 40 switches

**c3 Who is the reseller or supplier of this data centre hardware?**

CAE

**c4 Who maintains the data centre equipment?**

In house engineers, CAE

**c5 When is your contract renewal/expiry date?**

July 2025

**c6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Yes, ongoing

**c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)**

Dell

**c8 Which DC storage technology do you use? (eg netapp, dell, IBM)**

Tintri

Dell

#### **WAN/Internet Connectivity**

**d1 Who provides your WAN (eg BT, Virgin) nasstar, virgin.**

Blackstar

**d2 Who provides your internet connectivity (eg BT, Virgin)**

Virgin

**d3 When is your maintainance renewal/expiry date?**

No co-termed date

**d4 Who provides your SD-WAN (eg Palo Alto, Meraki)**

Nobe

**d5 Do you plan to introduce SD-WAN in the future?**

Yes

**d6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Yes, ongoing

**d7 Which hypervisor do you use (eg VMware)**

Vmware

## **SIP**

**e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)**

Gamma

**e2 Who provides/resells this SIP?**

Block

**e2 How many SIP channels do you have**

600active/400 passive

**e3 When is your contract renewal/expiry date?**

2029

**e4 Have you recently reviewed/when are you next reviewing this service?**

No

## **Mobile**

**f1 Which Mobile carrier do you use (eg Vodafone)**

Vodafone

**f2 Who provides/resells this service?**

Vodafone

**f2 How many mobile connections do you have**

950

**f3 When is your contract renewal/expiry date?**

December 2025

**f4 Have you recently reviewed/when are you next reviewing this service?**

Yes

### **Telephony**

**g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)**

Cisco

**g2 When was the current system installed?**

2022

**g3 Is this on premise or cloud based?**

On premise

**g4 How many users?**

6000

**g5 When is your contract renewal/expiry date?**

2029

**g6 Have you recently reviewed/when are you next reviewing this service?**

Yes, ongoing

### **Teams Phone System**

**h1 Do you use Microsoft for PSTN calling?**

No

**h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)**

Not applicable

**h3 How many users?**

Not applicable

**h4 If you dont currently use, are you looking to implement?**

Approximately 2025

**h5 Have you recently reviewed/when are you next reviewing this service?**

Yes, ongoing

### **Contact centre**

**i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)**

Netcall

**i2 When was the current system installed?**

2024

**i3 Is this on premise or cloud based?**

Onpremise

**i4 How many agents?**

100

**i5 When is your contract renewal/expiry date?**

2027

**i6 Have you recently reviewed/when are you next reviewing this service?**

Yes, ongoing

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**