



Reference: FOI2623

Request:

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

Avaya

When was the installation date of your telephony equipment?

Circa 2012, new system is currently being implemented

Who maintains your telephony system(s)?

Internal via contract with Engie UK, System support and maintenance via Maintel

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

The Council outsourced a number of its central “back-office” services to Engie under a long-term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act.

The information requested is not the Council’s information.

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

Moves and changes handled internally

When is your contract renewal date?

Maintel contract due March 2023

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Microsoft Teams

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

Avaya

When was the installation date of your contact centre infrastructure?

Circa 2012, currently implementing new Avaya system

Who maintains your contact centre system(s)?

Internal via contract with Engie UK, System support and maintenance via Maintel



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Please confirm value of the initial project and value of annual support/maintenance services (in £)?

The Council outsourced a number of its central “back-office” services to Engie under a long-term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act.

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How many contact centre employees/agents do you have?

100

Do agents work from home? Or just your offices?

Both

When is your contract renewal date?

2022/27

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

Engagement Management from Verint

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

No

Who currently provides your calls and lines?

BT

What is your current annual spend on calls and lines?

£534,000

When is your contract renewal date?

2023

Who provides your wide area network? How many sites are connected?

Internally managed, leased lines provided by Aspire, Point to point Wi-Fi maintained by KBR

How many employees do you have overall within your organisation?

4500

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

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North Tyneside Council

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Julie Batey julie.batey@northtyneside.gov.uk

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

CIO / IT Director

N/A

Head of IT

Mike Truran Mike.truran@northtyneside.gov.uk

Head of Digital Transformation

N/A

Head of Customer Services

Mick Nicholson mick.nicholson@northtyneside.gov.uk

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