



London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
25 March 2021  
Our ref: 7156872

Thank you for your request received on 24 March 2021, for the following information:

***Telephony and UC/ Collaboration***

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

***When was the installation date of your telephony equipment?***

***When is your contract renewal date?***

***Who maintains your telephony system(s)?***

***Please confirm the value of the initial project***

***Please confirm the total ongoing annual spend on telephony***

***Please confirm the annual support cost for your telephony system***

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

***Contact Centre***

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

***When was the installation date of your contact centre infrastructure?***

***When is your contract renewal date?***

***Who maintains your contact centre system(s)?***

***Please confirm value of the initial project?***

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

***How many contact centre agents do you have?***

***Do agents work from home? Or just your offices?***

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

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

### ***Connectivity and Network Services***

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

***Have you , or do you plan to deploy SD Wan services***

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

***Please confirm who provides your LAN, WIFI and Security infrastructure***

***Please confirm your annual spend on each***

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

### ***Organisation***

***How many employees do you have overall within your organisation?***

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

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

***\* CIO / IT Director***

***\* Head of IT***

***\* Head of Digital Transformation***

***\* Head of Customer services***

We have processed this request under the Freedom of Information Act 2000.

### ***Response***

The council has outsourced these services to Capita. Detail of the contract can be found at:

<https://open.barnet.gov/dataset/customer-and-support-group-csg-contract>

The Head of IT is Barry May.

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.