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REQUEST FOR INFORMATION: Telephony and Comms

Thank you for your request for information of 20th March about Telephony and Comms in the Animal and Plant Health Agency (APHA) and the Rural Payments Agency (APHA). We have handled your request under the Freedom of Information Act 2000 (FOIA).

You can find the information you have requested in Annex A below.

Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on GOV.UK, together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

We attach Annex B, explaining the copyright that applies to the information being released to you, and Annex C giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact me.

Yours sincerely

Information Rights Team
InformationRequests@defra.gov.uk



Annex A

1. Who is the manufacturer of the following solutions installed within your organisation please? (for example Avaya, Cisco, Mitel etc)?
 - a. Telephony – **Apple devices using IOS**
 - b. Unified Communications (Presence, Messaging, Video, Screen Sharing, Web collaboration) - **Cisco**
 - c. Contact centre - **ContentGuru**

2. Which company supports the solution(s) for the organisation?
Vodafone

3. What is the duration of the contract? (start date and end date)
**All Defra mobile phones including APHA and RPA:
Contract start date – Quarter 4 2018
Contract end date – Quarter 4 2020**

**Unified Comms for core Defra including APHA:
Contract start date – Quarter 2 2015
Contract end date – Quarter 2 2021**

**Unified Comms for RPA:
Contract start date – Quarter 4 2015
Contract end date – Quarter 2 2021**

**Contact Centre for RPA*:
Contract start date – Quarter 4 2015
Contract end date – Quarter 4 2020**

***Please note that the Contact Centre (STORM) is an RPA contract but it is also currently being trialled in APHA.**

4. What is the typical budget spend on telephony, unified comms and contact centre?
**APHA
Mobiles (telephony) - £65,000
Information on Vone C (unified comms) spend for APHA is not held. The Vone C contract for APHA also covers a number of other bodies and the specific costs incurred by APHA cannot be separately identified.
STORM (contact centre) – this information is not held. Costs are still to be determined due to currently trialling this system in APHA.**

**RPA
Mobiles (telephony) - £40,000
Vone C (unified comms) - £180,000
STORM (contact centre) - £300,000**

5. Who in the organisation is responsible for telephony, unified communications and contact centre?

**John Seglias, Group Chief Technology Officer. Email:
john.seglias@defra.gov.uk**

Annex B

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Annex C

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Nick Teall, Head of Information Rights, Area 4a, Nobel House, 17 Smith Square, London, SW1P 3JR (email: InformationRequests@defra.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure. The ICO can be contacted at:

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