



Date: 10 March 2023

Our Ref: RFI4234

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

By Email Only

Information Governance Team
Homes England
Windsor House – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear [REDACTED]

RE: Request for Information – RFI4234

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

1. Telephony and UC/ Collaboration

a. Please confirm the manufacturer of your telephony system(s) that are currently in place b. When is your contract renewal date?

c. Who maintains your telephony system(s)?

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

2. Microsoft

a) What Microsoft 365 licence do you have across the business e.g. E3, E5

b) Which partner looks after your Microsoft tenant?

c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

3. Storage

a. Does your organisation use on-premise or cloud storage or both?

b. Please confirm the on-premise hardware manufacturer c. Please confirm your cloud storage provider d. What is your annual spend on cloud storage?

e. How do you back up your data and with who e.g. Backup as a Service

Response

We can confirm that we do hold some of the requested information. We will address each of your questions in turn.

1a. Please confirm the manufacturer of your telephony system(s) that are currently in place

Microsoft Teams.

1b. When is your contract renewal date?

We can confirm that the renewal date is May 2023.



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1c. Who maintains your telephony system(s)?

We can confirm that Homes England maintains our own telephony system.

1d. Do you use Unified Communications or Collaboration tools , if so which ones?

Clobba.

2a. What Microsoft 365 licence do you have across the business e.g. E3, E5

We can confirm that we have an E5 licence.

2b. Which partner looks after your Microsoft tenant?

Phoenix.

2c. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

We can confirm that most of our infrastructure is on-premise with 5% in Azure.

3a. Does your organisation use on-premise or cloud storage or both?

We can confirm that we use both on-premise and cloud storage.

3b. Please confirm the on-premise hardware manufacturer

Dell.

3c. Please confirm your cloud storage provider

Microsoft 365 and Azure.

3d. What is your annual spend on cloud storage?

We can confirm that the annual spend on cloud storage is £60,000 per annum.

3e. How do you back up your data and with who e.g. Backup as a Service

We can confirm that we use on-premise backups using Arcserve.

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

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Homes
England

Making homes happen

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Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team
For Homes England

OFFICIAL