

FOI 23/118

6th March 2023

Dear

Thank you for your email.

Please find below answers to the questions you have raised below.

1. Telephony and UC/ Collaboration

a. Please confirm the manufacturer of your telephony system(s) that are currently in place - Avaya b. When is your contract renewal date? - Jan 2024 c. Who maintains your telephony system(s)? - Vodafone d. Do you use Unified Communications or Collaboration tools , if so which ones? - No

2. Microsoft

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

b) Which partner looks after your Microsoft tenant? - Trustmarque for licenses

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? - Hybrid model of both on-prem and public cloud services

3. Storage

a. Does your organisation use on-premise or cloud storage or both? - Both b. Please confirm the on-premise hardware manufacturer - HPE c. Please confirm your cloud storage provider - Primary Microsoft with minimal footprint under GCP d. What is your annual spend on cloud storage? - highly variable. Average is £85,000 e. How do you back up your data and with who e.g. Backup as a Service - Combination on-prem tape (HPE) and Azure services

If you disagree with how we have interpreted the Freedom of Information Act 2000 in answering your request, you can ask for an internal review. Please reply to this email, within two months of this reply, specifying that you would like an Internal Review to be carried out.

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

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Yours sincerely

MHRA Customer Experience Centre

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