



The Insolvency
Service

Information Rights Team
The Insolvency Service
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www.gov.uk/insolvency-service

Our ref: FOI24/25-034

Date: 2 July 2024

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 4 June 2024 in which you requested from the Insolvency Service (the agency):

****Please can the below FOI request kindly be responded to in excel format***

LAN

- a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)
- a2 When did you last conduct a major refresh of this infrastructure/how many devices?
- a3 Who is the reseller or supplier of this LAN hardware?
- a4 Who maintains the LAN?
- a5 When is your maintainance renewal/expiry date ?
- a6 Have you recently reviewed/when are you next reviewing this infrastructure?

WLAN Wireless LAN

- b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)
- b2 When did you last conduct a major refresh of this infrastructure/how many devices?
- b3 Who is the reseller or supplier of this WLAN hardware?
- b4 Who maintains the WLAN?
- b5 When is your maintainance renewal/expiry date ?
- b6 Have you recently reviewed/when are you next reviewing this infrastructure?

Data Centre

- c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)
- c2 When did you last conduct a major refresh of this infrastructure/how many devices?
- c3 Who is the reseller or supplier of this data centre hardware?
- c4 Who maintains the data centre equipment?
- c5 When is your contract renewal/expiry date ?
- c6 Have you recently reviewed/when are you next reviewing this infrastructure?
- c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)
- c8 Which DC storage technology do you use? (eg netapp, dell, IBM)

WAN/Internet Connectivity

- d1 Who provides your WAN (eg BT, Virgin)
- d2 Who provides your internet connectivity (eg BT, Virgin)

- d3 When is your maintainance renewal/expiry date ?*
- d4 Who provides your SD-WAN (eg Palo Alto, Meraki)*
- d5 Do you plan to introduce SD-WAN in the future?*
- d6 Have you recently reviewed/when are you next reviewing this infrastructure?*
- d7 Which hypervisor do you use (eg VMware)*

SIP

- e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)*
- e2 Who provides/resells this SIP?*
- e2 How many SIP channels do you have*
- e3 When is your contract renewal/expiry date ?*
- e4 Have you recently reviewed/when are you next reviewing this service?*

Mobile

- f1 Which Mobile carrier do you use (eg Vodafone)*
- f2 Who provides/resells this service ?*
- f2 How many mobile connections do you have*
- f3 When is your contract renewal/expiry date ?*
- f4 Have you recently reviewed/when are you next reviewing this service?*

Telephony

- g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)*
- g2 When was the current system installed?*
- g3 Is this on premise or cloud based?*
- g4 How many users?*
- g5 When is your contract renewal/expiry date ?*
- g6 Have you recently reviewed/when are you next reviewing this service?*

Teams Phone System

- h1 Do you use Microsoft for PSTN calling?*
- h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)*
- h3 How many users?*
- h4 If you dont currently use, are you looking to implement ?*
- h5 Have you recently reviewed/when are you next reviewing this service?*

Contact centre

- i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)*
- i2 When was the current system installed?*
- i3 Is this on premise or cloud based?*
- i4 How many agents?*
- i5 When is your contract renewal/expiry date ?*
- i6 Have you recently reviewed/when are you next reviewing this service?"*

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested, and I have provided answers to your questions on the attached excel spreadsheet.

Information relating to some of the contracts can be found at the relevant contract finder links contained within the spreadsheet and are therefore exempt from the disclosure under s21 of the FOIA.

Exemptions

S21(1) – Information accessible by other means

This information is reasonably accessible to you and the agency is not obliged to provide you with a separate copy of the information pursuant to the exemption at section 21 of FOIA. This information is available at the contract finder links on the attached excel spreadsheet.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here:
<https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>