Subject: Request for information on the communications and telephony system used by National Records of Scotland (NRS).

FOI reference: FOI/19/02606
Date received: 28/11/2019
Date responded: 30/12/2019

Information requested:

Information on the communications and telephony system used by National Records of Scotland (NRS).

NRS Response:

1. "Please confirm the manufacturer of your telephony system(s) that are currently in place?"
Mitel on site

a) "When was the installation date of your telephony equipment?"
9/2010 (replacement of remaining analogue lines and extension of Mitel system)
4/2017 (Refresh of desktop equipment)

b) "Who maintains your telephony system(s)?"
Daisy Group Limited

c) "Please confirm value of the initial project and value of annual support/maintenance services (in £)?"
Hardware purchase and installation - £52,677
Support / maintenance - £19225.68

d) "When is your contract renewal date?"
10/2020

2. "Please confirm the manufacturer of your Contact centre system(s) that are currently in place?"
Mitel

a) "When was the installation date of your contact centre infrastructure?"
9/2010

b) "Who maintains your contact centre system(s)?"
Daisy Group Limited

c) "Please confirm value of the initial project and value of annual support/maintenance services (in £)?"
Included in costs above (unable to separate these costs out).

d) "How many contact centre employees/agents do you have?"
3

e) "When is your contract renewal date?"
10/2020

3. "Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?"
Microsoft Skype

4. "How many employees do you have overall within your organisation?"
409

5. "Who currently provides your calls and lines?"
BT, Daisy & Gamma

a) "What is your current annual spend on calls and lines? "
£40,000

b) "When is your contract renewal date?"
10/2020 and 7/2020
BT Lines are on a rolling contract

6. "Are you using SIP or ISDN?"
Yes

7. "Do you use a wide area network?"
Yes