

The Crown Estate Disclosure Log

Case no: 1081
Date received: 29 April 2019
Subject: Telephony and communications IT
Request response
<p>Thank you for your email of 29 April 2019 in which you raised a number of questions. We have handled your request for information under the Freedom of Information Act 2000 (FOIA) and I can confirm that we do hold information in relation to most of your questions.</p> <p><i>Q1. Who is the manufacturer of the following solutions installed within your organisation please? (for example Avaya, Cisco, Mitel etc)?</i></p> <p>a. Telephony Alcatel (Windsor and SGVC only)</p> <p>b. Unified Communications (Presence, Messaging, Video, Screen Sharing, Web collaboration) Microsoft Skype</p> <p>c. Contact centre Not applicable (no information held).</p> <p><i>Q2. Which company supports the solution(s) for the organisation?</i></p> <p>Dimension Data (Windsor SGVC) Modality (Skype for Business)</p> <p><i>Q3. What is the duration of the contract? (start date and end date)</i></p> <p>Dimension Data Ltd.: Ad hoc call out arrangement with charges as required. Modality: Annual renewal May</p> <p><i>Q4. What is the typical budget spend on telephony, unified comms and contact centre?</i></p> <p>Circa ?35k</p> <p><i>Q5. Who in the organisation is responsible for telephony, unified communications and contact centre?</i></p> <p>Head of Business Technology, Tom Moore.</p> <p>I hope that this information is helpful. However, if you are not satisfied with this response, you may complain or appeal our decision, which will be investigated through an Internal Review. If you are not content with the outcome of the Internal Review, you have the right</p>

to refer your complaint directly to the Information Commissioner's Office (ICO) for a decision (contact details are available at: www.ico.org.uk). Please note that the ICO will usually expect you to have first exhausted our own complaints procedure before raising your concerns with them.