

Freedom of Information request 416-19

Request

1. Please tell me what software solutions the Trust use for
 - a. PBX (Manufacturer, Analogue? VoIP?)
 - b. Switchboard (operator console)
 - i. How many positions do you use?
 - c. Contact Centre
 - i. How many seats are in use?
 - d. Speech Recognition Auto Attendant
 - e. Staff Directory
 - f. Call Logging (Estate Wide and Contact Centre)
2. Contract Values
3. Please confirm the expiry date and review dates of these services.
4. Please tell me who is responsible for these services, Name, email address and job Title.

Response

1. a) NHS Borders use the following PBX systems:
 - Siemens HiPath DX - TDM & IP
 - Nortel Business Communications Manager - TDM
 - Avaya IP Office – TDM & IP

- b) Switchboard – Siemens Windows AC
 - i) 2 positions
 - c) Contact Centre – Netcall Liberty 4
 - i) None
 - d) Speech Recognition Auto Attendant – Not applicable.
 - e) Staff Directory – Outlook and Siemens Windows DS
 - f) Call Logging – Tiger 2020 (BGH only)
2. Contract Values –
- Maintel - £28,687 pa
1st Communications - £2322 pa
3. Both systems have an expiry date of March 2021.
4. Brian Douglas, Head of Estates and Facilities, NHS Borders, Borders General Hospital, Melrose , TD6 9BX

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **416-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.