

Freedom of Information request 82-23

Request & Response

1. Telephony and UC/ Collaboration

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place.

[Siemens and Avaya](#)

- b. When is your contract renewal date?

[31 March 2023](#)

- c. Who maintains your telephony system(s)?

[Maintel and Extera](#)

- d. Do you use Unified Communications or Collaboration tools, if so which ones?

[Netcall Liberty 4](#)

2. Microsoft

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

[E3 and other licence types](#)

- b. Which partner looks after your Microsoft tenant?

[None – it is maintained jointly by NHS Borders, the NHS National Team and Microsoft](#)

- c. Where do you host your applications? Do you have on-premises infrastructure, or do you host your applications in public or private cloud? Which?

[Both on-premises infrastructure and cloud](#)

3. Storage

- a. Does your organisation use on-premises or cloud storage or both?

[Both on-premises infrastructure and cloud](#)

- b. Please confirm the on-premises hardware manufacturer

[Dell](#)

- c. Please confirm your cloud storage provider

[Microsoft](#)

d. What is your annual spend on cloud storage?

No separate cost – built into licence cost

e. How do you back up your data and with who e.g. Backup as a Service

Cloud – Microsoft as part of the NHS Scotland National Tenancy. Local backup infrastructure

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 **82-23** 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.