



06/03/23

CITB
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Dear [REDACTED]

Freedom of Information Request: 412022

Following your email dated 9th February 2023 requesting the following:

1. Telephony and UC/ Collaboration

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place
- b. When is your contract renewal date?
- c. Who maintains your telephony system(s)?
- d. Do you use Unified Communications or Collaboration tools , if so which ones?

2. Microsoft

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5
- b) Which partner looks after your Microsoft tenant?
- c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

3. Storage

- a. Does your organisation use on-premise or cloud storage or both?
- b. Please confirm the on-premise hardware manufacturer c. Please confirm your cloud storage provider d. What is your annual spend on cloud storage?
- e. How do you back up your data and with who e.g. Backup as a Service

The response is as follows:

1. Telephony and UC/ Collaboration

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

- b. When is your contract renewal date?
31/8/23

- c. Who maintains your telephony system(s)?
Nastar, formerly Fournet.

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

2. Microsoft

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5
E1, E3 and E5, allocated depending on business need.

- b) Which partner looks after your Microsoft tenant?
SSCL



c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?
We host on-Prem and in Azure.

3. Storage

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

b. Please confirm the on-premise hardware manufacturer
Hitachi

c. Please confirm your cloud storage provider
Azure (Microsoft)

d. What is your annual spend on cloud storage?
£400K

e. How do you back up your data and with who e.g. Backup as a Service
MABS (Microsoft Azure Backup Services)

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email adrian.beckingham@citb.co.uk.

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely

Jonathan Francis
Information Risk & Data Governance Manager