

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

When was the installation date of your telephony equipment?
2012

Who maintains your telephony system(s)?
Maintel Europe Limited

Please confirm value of the initial project and value of annual support/maintenance services (in £)?
Annual Support:
2017 - £267,776
2018 - £237,680
2019 - £247,629

When is your contract renewal date?
31st December 2019

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
Avaya

When was the installation date of your contact centre infrastructure?
2012

Who maintains your contact centre system(s)?
Maintel

Please confirm value of the initial project and value of annual support/maintenance services (in £)?
£1.2m initial project value. £260k per annum support/maintenance

How many contact centre employees/agents do you have?
500

When is your contract renewal date?
31/12/19

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

How many employees do you have overall within your organisation?
10000 approx

Who currently provides your calls and lines?
Virgin

What is your current annual spend on calls and lines?
£10,045 per month line rentals. 350,000 mins per annum = £120k per annum

When is your contract renewal date?
31/12/20

Are you using SIP or ISDN?
ISDN

Do you use a wide area network?
Yes