

Ref. No: 1124  
Date: 08/08/24  
Subject: Business Software

## REQUEST & RESPONSE

### Essential Business Software:

Please provide the following information regarding the essential business software systems used at Mersey and West Lancashire Teaching Hospitals NHS Trust.:

#### 1. Storage & Cloud Infrastructure:

Please address the following questions regarding your Storage & Cloud Infrastructure:

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

Our organization uses both on-premise and cloud storage.

- Please confirm the on-premise hardware manufacturer.

Dell/EMC

- **Please confirm your cloud storage provider (AWS, Azure, Oracle, etc.).**

Microsoft Azure

- **What is your annual spend on cloud storage?**

Annual Spend on cloud storage is approximately 120k per year.

**How do you back up your data and with whom, e.g., Backup as a Service?**

We use Rubrik Data Protection for our backups.

## **2. Telephony**

- a) **System type:**

CISCO Call Manager / Contact Centre & Mitel 4K

- b) **Supplier name:**

CISCO supported by ITGL. Mitel supported by Maintel

- c) **System name:**

CISCO Call Manager / Contact Centre Express / Mitel Unify  
OpenScape 4000

- d) **Date installed:**

Unable to answer, systems have been in place for 15/20 years + with iterative upgrades throughout.

e) **Contract expiration**

Support contract for CISCO expires in 2029, Maintel support expires in 2025

f) **Is this contract annually renewed? - Yes/No**

Neither contract is annually reviewed

g) **Do you currently have plans to replace this system? - Yes/No**

Mitel will be replaced with the CISCO solution longer term

h) **Procurement framework**

N/A

i) **Other systems it integrates with:**

Redbox, Tiger, RightFax, Multitone, Netcall

j) **Total value of contract (£):**

CISCO, 200k p.a. Mitel, 70k p.a.

k) **Notes - e.g., we are currently out to tend**

N/A

l) **If this system does not exist, do you have an in-house alternative?**

N/A

**For each of the systems listed above (excluding Storage & Cloud Infrastructure), please provide the following details:**

**a) System type:** ITSM

**b) Supplier name:** Sunrise

**c) System name:** Sostenuto

**d) Date installed:** Oct 2017

**e) Contract expiration:** 31/03/25

**f) Is this contract annually renewed?** - No

**g) Do you currently have plans to replace this system?** - No

**h) Procurement framework:** HealthTrust Europe Framework Ref. HTE-005706

**i) Other systems it integrates with:** AD, Lansweeper, Careflow

**j) Total value of contract (£):** £33,722.40