



Could the council, please confirm the below information?

### Unified Communications

1. The manufacturer of the council's unified communications software.
2. The provider (the company that you signed the contract with) for your unified communications software.
3. Contract end date for your current unified communications software.
4. Do you have any extensions available on your current contract for the councils unified communications software? If so, please give full details.

1. Microsoft
2. Agilisys – via a managed IT Services contract.
3. 31 December 2033
4. No.

### Contact Centre

1. Is the council's contact centre outsourced? If so, to who?
2. How many contact centre agents does the council employ?
3. The manufacturer of your contact centre software
4. The provider (the company that you signed the contract with) for your contact centre software.
5. Contract end date for your current contact centre software.
6. Do you have any extensions available on your current contract for the council's contact centre software? If so, please give full details.

1. No it is not outsourced
2. 45 fte
3. Netcall Technology Limited
4. Netcall Technology Limited
5. End date 23 December 2024
6. No