



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ
Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>

Date: 19th June 2024
Ref: CORP 2024 - 112

Dear xxx

Freedom of Information request: Voice, data & network (CORP 2024 – 112)

Thank you for your request for information which the Trust received on 4th June 2024.

Your Request:

LAN

- a1 Which primary LAN hardware do you use (e.g. Extreme, Juniper, Cisco)
- a2 When did you last conduct a major refresh of this infrastructure/how many devices?
- a3 Who is the reseller or supplier of this LAN hardware?
- a4 Who maintains the LAN?
- a5 When is your maintenance renewal/expiry date ?
- a6 Have you recently reviewed/when are you next reviewing this infrastructure?

WLAN Wireless LAN

- b1 Which primary WLAN hardware do you use (e.g. Extreme, Juniper, Cisco)
- b2 When did you last conduct a major refresh of this infrastructure/how many devices?
- b3 Who is the reseller or supplier of this WLAN hardware?
- b4 Who maintains the WLAN?
- b5 When is your maintenance renewal/expiry date ?
- b6 Have you recently reviewed/when are you next reviewing this infrastructure?

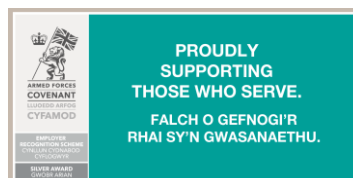
Data Centre

- c1 Which primary data centre hardware do you use (e.g. Extreme, Juniper, Cisco)
- c2 When did you last conduct a major refresh of this infrastructure/how many devices?
- c3 Who is the reseller or supplier of this data centre hardware?
- c4 Who maintains the data centre equipment?
- c5 When is your contract renewal/expiry date ?
- c6 Have you recently reviewed/when are you next reviewing this infrastructure?
- c7 Which DC compute technology do you use? (e.g. HP, Lenovo, Supermicro)
- c8 Which DC storage technology do you use? (e.g. netapp, dell, IBM)

WAN/Internet Connectivity

- d1 Who provides your WAN (e.g. BT, Virgin)
- d2 Who provides your internet connectivity (e.g. BT, Virgin)
- d3 When is your maintenance renewal/expiry date ?
- d4 Who provides your SD-WAN (e.g. Palo Alto, Meraki)
- d5 Do you plan to introduce SD-WAN in the future?

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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d6 Have you recently reviewed/when are you next reviewing this infrastructure?
d7 Which hypervisor do you use (e.g. VMware)

SIP

e1 Which SIP carrier do you use (e.g. BT, Gamma, Virgin)
e2 Who provides/resells this SIP?
e2 How many SIP channels do you have
e3 When is your contract renewal/expiry date ?
e4 Have you recently reviewed/when are you next reviewing this service?

Mobile

f1 Which Mobile carrier do you use (e.g. Vodafone)
f2 Who provides/resells this service ?
f2 How many mobile connections do you have
f3 When is your contract renewal/expiry date ?
f4 Have you recently reviewed/when are you next reviewing this service?

Telephony

g1 Which phone systems do you use (e.g. Mitel, Avaya, 8x8)
g2 When was the current system installed?
g3 Is this on premise or cloud based?
g4 How many users?
g5 When is your contract renewal/expiry date ?
g6 Have you recently reviewed/when are you next reviewing this service?

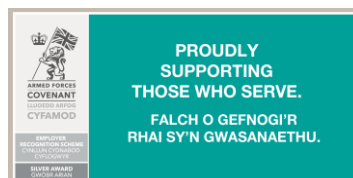
Teams Phone System

h1 Do you use Microsoft for PSTN calling?
h2 Which types of Microsoft telephony do you use (e.g. Calling plan, Skype, Operator Connect, Direct routing)
h3 How many users?
h4 If you don't currently use, are you looking to implement ?
h5 Have you recently reviewed/when are you next reviewing this service?

Contact centre

i1 Which contact centre systems do you use (e.g. Genesys, Avaya, Enghouse)
i2 When was the current system installed?
i3 Is this on premise or cloud based?
i4 How many agents?
i5 When is your contract renewal/expiry date ?
i6 Have you recently reviewed/when are you next reviewing this service?

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Please see the Trust's response in Appendix 1 below.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ

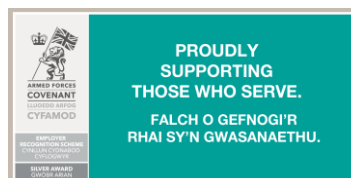
Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor, Churchill House
Churchill Way
Cardiff
CF10 2HH
Telephone: 0330 414 6421/ email: wales@ico.org.uk

Yours sincerely

Lauren Fear
Director of Corporate Governance and Chief of Staff
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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APPENDIX 1

LAN	
<i>a1 Which primary LAN hardware do you use (e.g. Extreme, Juniper, Cisco)</i>	CISCO
<i>a2 When did you last conduct a major refresh of this infrastructure/how many devices?</i>	2020 x2 cores
<i>a3 Who is the reseller or supplier of this LAN hardware?</i>	CDW / Stoneleigh
<i>a4 Who maintains the LAN?</i>	Internal support
<i>a5 When is your maintenance renewal/expiry date ?</i>	2025 various dates
<i>a6 Have you recently reviewed/when are you next reviewing this infrastructure?</i>	Reviewed in 2024
WLAN Wireless LAN	
<i>b1 Which primary WLAN hardware do you use (e.g. Extreme, Juniper, Cisco)</i>	CISCO
<i>b2 When did you last conduct a major refresh of this infrastructure/how many devices?</i>	2020 - x2 Wi-Fi controllers and 40 APs
<i>b3 Who is the reseller or supplier of this WLAN hardware?</i>	CDW / Stoneleigh
<i>b4 Who maintains the WLAN?</i>	Internal support
<i>b5 When is your maintenance renewal/expiry date ?</i>	Varies
<i>b6 Have you recently reviewed/when are you next reviewing this infrastructure?</i>	2023
Data Centre	
<i>c1 Which primary data centre hardware do you use (e.g. Extreme, Juniper, Cisco)</i>	Cisco / DELL
<i>c2 When did you last conduct a major refresh of this infrastructure/how many devices?</i>	
<i>c3 Who is the reseller or supplier of this data centre hardware?</i>	CDW / Stoneleigh / DELL
<i>c4 Who maintains the data centre equipment?</i>	Internal support / DELL
<i>c5 When is your contract renewal/expiry date ?</i>	2025
<i>c6 Have you recently reviewed/when are you next reviewing this infrastructure?</i>	Due for extended support in 2025
<i>c7 Which DC compute technology do you use? (e.g. HP, Lenovo, Supermicro)</i>	DELL
<i>c8 Which DC storage technology do you use? (e.g. netapp, dell, IBM)</i>	DELL
WAN/Internet Connectivity	
<i>d1 Who provides your WAN (e.g. BT, Virgin)</i>	BT PSBA
<i>d2 Who provides your internet connectivity (e.g. BT, Virgin)</i>	BT
<i>d3 When is your maintenance renewal/expiry date ?</i>	2027
<i>d4 Who provides your SD-WAN (e.g. Palo Alto, Meraki)</i>	N/A
<i>d5 Do you plan to introduce SD-WAN in the future?</i>	Yes

APPENDIX 1

<i>d6 Have you recently reviewed/when are you next reviewing this infrastructure?</i>	Reviewed in 2024
<i>d7 Which hypervisor do you use (e.g. VMware)</i>	VMWARE and Microsoft
SIP	
<i>e1 Which SIP carrier do you use (e.g. BT, Gamma, Virgin)</i>	GAMMA
<i>e2 Who provides/resells this SIP?</i>	Daisy Telecomms
<i>e2 How many SIP channels do you have</i>	60
<i>e3 When is your contract renewal/expiry date ?</i>	2027
<i>e4 Have you recently reviewed/when are you next reviewing this service?</i>	Reviewed in 2023 new service installed
Mobile	
<i>f1 Which Mobile carrier do you use (e.g. Vodafone)</i>	EE
<i>f2 Who provides/resells this service ?</i>	BT
<i>f2 How many mobile connections do you have</i>	120
<i>f3 When is your contract renewal/expiry date ?</i>	Monthly contracts for phones, data contract renewable in 12 months in 2025
<i>f4 Have you recently reviewed/when are you next reviewing this service?</i>	Reviewed in 2024 new contracts signed in 2024
Telephony	
<i>g1 Which phone systems do you use (e.g. Mitel, Avaya, 8x8)</i>	Mitel and CISCO
<i>g2 When was the current system installed?</i>	2013
<i>g3 Is this on premise or cloud based?</i>	On Premises
<i>g4 How many users?</i>	Approx. 1,500
<i>g5 When is your contract renewal/expiry date ?</i>	2025
<i>g6 Have you recently reviewed/when are you next reviewing this service?</i>	Yes, reviewed in 2025 with plan to move to Microsoft 365 Voice
Teams Phone System	
<i>h1 Do you use Microsoft for PSTN calling?</i>	Pilot
<i>h2 Which types of Microsoft telephony do you use (e.g. Calling plan, Skype, Operator Connect, Direct routing)</i>	Microsoft 365 Voice
<i>h3 How many users?</i>	10
<i>h4 If you don't currently use, are you looking to implement ?</i>	Yes, to implement in 2024/25
<i>h5 Have you recently reviewed/when are you next reviewing this service?</i>	Reviewing now

APPENDIX 1

Contact centre	
<i>i1 Which contact centre systems do you use (e.g. Genesys, Avaya, Enghouse)</i>	CISCO Contact Centre / MITEL MX One
<i>i2 When was the current system installed?</i>	2013
<i>i3 Is this on premise or cloud based?</i>	On Premises
<i>i4 How many agents?</i>	50
<i>i5 When is your contract renewal/expiry date ?</i>	Mar-25
<i>i6 Have you recently reviewed/when are you next reviewing this service?</i>	Reviewing now