Freedom of Information request: 2018/0083

Thank you for your Freedom of Information request submitted on 20\textsuperscript{th} February 2019.

Your Request:

1. Who is the manufacturer of the following solutions installed within your organisation please? (for example Avaya, Cisco, Mitel etc)?
   a. Telephony
   b. Unified Communications (Presence, Messaging, Video, Screen Sharing, Web collaboration)
   c. Contact centre

2. Which company supports the solution(s) for the organisation?

3. What is the duration of the contract? (start date and end date)

4. What is the typical budget spend on telephony, unified comms and contact centre?

5. Who in the organisation is responsible for telephony, unified communications and contact centre?

Our response:

I can confirm UK Research and Innovation does hold information relevant to your request.

UKRI have responded to a Freedom of Information request (UKRI FOI 2019 0011) within the past 60 days that we believe responds to the questions you have asked. The response to this request (UKRI FOI 2019 0011) is intended for future publication on our FOI disclosure log, following the below link:


However we have attached the response for UKRI FOI 2019 0011 Response_Redacted for your information.

If you have any queries about this response please contact me, or if you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, please write to:

Complaints Officer
UK Research and Innovation
Polaris House

16\textsuperscript{th} April 2019
Please quote the reference number above in any future communications.

If you are still not content with the outcome of the review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at:

Information Commissioner
Wycliffe House,
Water Lane
Wilmslow
Cheshire
SK9 5AF

Enquiry/Information Line: Between 9am and 5pm Monday to Friday 0303 123 1113 or 01625 545745
Further information about the Office of the Information Commissioner can be found at http://www.ico.gov.uk/

Yours sincerely,

[Redacted]
UK Research and Innovation, Information Governance Team
Email: foi@ukri.org