

**Freedom of Information request reference number: 9188.1**

**Date of response: 20/11/2024**

**Request:**

Information in Communications Systems and Technology.

Connectivity and Network Services:

- a. Who provides your WAN and internet connectivity and the annual spend on each
- b. Who provides your SIP trunks and what is the annual spend
- c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend
- d. Who provides your LAN infrastructure and what is your annual spend
- e. Who provides your WIFI infrastructure and what is your annual spend
- f. Please confirm the manufacturer(s) of your wired network core and edge switching?
- g. When was your core network installed?
- h. Has it been updated subsequently?
- i. Who maintains your core network?
- j. When is the contract renewal date?
- k. Please confirm value of the initial project?
- l. Please confirm the value of annual support/maintenance services (in £)?

Telephony and storage:

1. Telephony and UC/ Collaboration

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place
- b. When is your contract renewal date?
- c. Who maintains your telephony system(s)?
- d. Do you use Unified Communications or Collaboration tools , if so which ones?

2. Microsoft

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5
- b) Which partner looks after your Microsoft tenant?
- c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

3. Storage

- a. Does your organisation use on-premise or cloud storage or both?
- b. Please confirm the on-premise hardware manufacturer
- c. Please confirm your cloud storage provider
- d. What is your annual spend on cloud storage?
- e. How do you back up your data and with who e.g. Backup as a Service

Contact Centre, CRM, and AI & Automation:

1. Contact Centre – target to organisations we know have a CC

- a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.
- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource

who to?

- c. How many contact centre agents do you have?
- d. Do agents work from home? Or just your offices?
- e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
- f. When is your contract renewal date?
- g. Who maintains your contact centre system(s)?

## 2. CRM

- a. Do you use a CRM in the contact centre? What platform is used?
- b. Do you use the same CRM for the rest of the organisation? What platform is used?
- c. Do you use a knowledge base / knowledge management platform? What platform is used?

## 3. AI & Automation

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

### **Response:**

Further to your request, the information is exempt from release under [section 21 of the FOIA – information reasonably accessible to the applicant by other means](#) as this can be found on the [London Datastore](#), which the Brigade routinely makes available to the public. The LFB current contracts list is updated quarterly and can be accessed via the following link: [LFB procurement – current contracts](#).

The Local Government Transparency code 2015 requires the publication of the details of every contract, commissioned activity (including external consultants), purchase order, framework agreement and any other legally enforceable agreement with a value that exceeds £5,000. The London Fire Commissioner scheme of governance provides for tenders for purchases of £10,000 or more in value.

Further information can be found on the LFB website under [LFB in a Digital world 2021-2023 – Information and Technology strategy](#) from page 12.

However, for the following questions in your request that are not on the London Datastore, the answers have been provided below:

### **Connectivity and Network Services:**

*f. Please confirm the manufacturer(s) of your wired network core and edge switching?*

Cisco

*g. When was your core network installed?*

Originally - Approximately 2004

*h. Has it been updated subsequently?*

Yes, continuously

*i. Who maintains your core network?*

LFB/SCC

*j. When is the contract renewal date?*

The SCC support contract expires in September 2029

*k. Please confirm value of the initial project?*

This information is no longer available due to the timescales involved.

*1. Please confirm the value of annual support/maintenance services (in £)?*

The SCC support contract includes support for hardware break/fix and software support across the complete LFB networking environment and therefore cannot be easily broken down into individual components such as just the core.

## **2. Microsoft**

*a) What Microsoft 365 licence do you have across the business e.g. E3, E5*

We have at least one of each Microsoft 365 licence. This enables us to buy multiple of each type of licence if required.

## **3. Storage**

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

On premise

*b. Please confirm the on-premise hardware manufacturer*

DELL

*c. Please confirm your cloud storage provider*

N/A

*d. What is your annual spend on cloud storage?*

None.

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

On site – Disk and Tape

## **Contact Centre, CRM, and AI & Automation:**

*1. Contact Centre – target to organisations we know have a CC*

No contact centre

*a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.*

No

## **2. CRM**

*a. Do you use a CRM in the contact centre? What platform is used?*

No

*b. Do you use the same CRM for the rest of the organisation? What platform is used?*

N/A

*c. Do you use a knowledge base / knowledge management platform? What platform is used?*

No

## **3. AI & Automation**

*a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?*

No

*b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?*

No

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website:

<https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>