



Sent by email: [REDACTED]

28 June 2024

Dear [REDACTED]

**Freedom of Information request: FOI2024/00500**

Thank you for your Freedom of Information request received on the 4 June in which you requested the following:

**Your request:**

*\*\*Please can the below FOI request kindly be responded to in excel format\*\**

**LAN**

- a1 Which primary LAN hardware do you use (eg 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 maintainance 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 (eg 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 maintainance 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 (eg 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? (eg HP, Lenovo, Supermicro)
- c8 Which DC storage technology do you use? (eg netapp, dell, IBM)

**WAN/Internet Connectivity**

- d1 Who provides your WAN (eg BT, Virgin)
- d2 Who provides your internet connectivity (eg BT, Virgin)
- d3 When is your maintainance renewal/expiry date ?
- d4 Who provides your SD-WAN (eg Palo Alto, Meraki)
- d5 Do you plan to introduce SD-WAN in the future?
- d6 Have you recently reviewed/when are you next reviewing this infrastructure?
- d7 Which hypervisor do you use (eg VMware)

**SIP**

e1 Which SIP carrier do you use (eg 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 (eg 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 (eg 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 (eg Calling plan, Skype, Operator Connect, Direct routing)  
h3 How many users?  
h4 If you dont 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 (eg 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?

#### Our response

I can confirm that UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below.

#### Question A:

LAN	
a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)	Cisco
a2 When did you last conduct a major refresh of this infrastructure/how many devices?	2019 / 120
a3 Who is the reseller or supplier of this LAN hardware?	CDW and Logicalis
a4 Who maintains the LAN?	CDW
a5 When is your maintainance renewal/expiry date ?	September
a6 Have you recently reviewed/when are you next reviewing this infrastructure?	No / 2025/26

## Question B:

WLAN Wireless LAN	
<i>b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)</i>	Cisco
<i>b2 When did you last conduct a major refresh of this infrastructure/how many devices?</i>	never / 49
<i>b3 Who is the reseller or supplier of this WLAN hardware?</i>	CDW and Logicalis
<i>b4 Who maintains the WLAN?</i>	CDW
<i>b5 When is your maintainance renewal/expiry date ?</i>	September
<i>b6 Have you recently reviewed/when are you next reviewing this infrastructure?</i>	No / 2025/26

## Question C:

Data Centre	
<i>c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)</i>	HP, Dell
<i>c2 When did you last conduct a major refresh of this infrastructure/how many devices?</i>	2022 - Dell SAN
<i>c3 Who is the reseller or supplier of this data centre hardware?</i>	Dell, Bytes
<i>c4 Who maintains the data centre equipment?</i>	Dell, Bytes
<i>c5 When is your contract renewal/expiry date ?</i>	N/A
<i>c6 Have you recently reviewed/when are you next reviewing this infrastructure?</i>	Yes
<i>c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)</i>	HP, Dell
<i>c8 Which DC storage technology do you use? (eg netapp, dell, IBM)</i>	Dell

## Question D:

WAN/Internet Connectivity	
<i>d1 Who provides your WAN (eg BT, Virgin)</i>	Jisc
<i>d2 Who provides your internet connectivity (eg BT, Virgin)</i>	Jisc
<i>d3 When is your maintainance renewal/expiry date ?</i>	n/a
<i>d4 Who provides your SD-WAN (eg Palo Alto, Meraki)</i>	n/a
<i>d5 Do you plan to introduce SD-WAN in the future?</i>	Yes
<i>d6 Have you recently reviewed/when are you next reviewing this infrastructure?</i>	No
<i>d7 Which hypervisor do you use (eg VMware)</i>	N/A

## Question E:

SIP	
<i>e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)</i>	Gamma
<i>e2 Who provides/resells this SIP?</i>	Gamma
<i>e2 How many SIP channels do you have</i>	150
<i>e3 When is your contract renewal/expiry date ?</i>	Aug-28
<i>e4 Have you recently reviewed/when are you next reviewing this service?</i>	Yes

## Question F:

Mobile	
<i>f1 Which Mobile carrier do you use (eg Vodafone)</i>	O2
<i>f2 Who provides/resells this service ?</i>	O2
<i>f2 How many mobile connections do you have</i>	2,762
<i>f3 When is your contract renewal/expiry date ?</i>	21/12/2025
<i>f4 Have you recently reviewed/when are you next reviewing this service?</i>	Yes, next reviewing Q2 2025

## Question G:

Telephony	
<i>g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)</i>	ZOOM, Cisco, Yeastar
<i>g2 When was the current system installed?</i>	2021
<i>g3 Is this on premise or cloud based?</i>	Both
<i>g4 How many users?</i>	Approx 12519 across all systems
<i>g5 When is your contract renewal/expiry date?</i>	2027
<i>g6 Have you recently reviewed/when are you next reviewing this service?</i>	Yes

## Question H:

Teams Phone System	
<i>h1 Do you use Microsoft for PSTN calling?</i>	No
<i>h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)</i>	N/A
<i>h3 How many users?</i>	N/A
<i>h4 If you dont currently use, are you looking to implement ?</i>	We are currently undergoing a review
<i>h5 Have you recently reviewed/when are you next reviewing this service?</i>	No / We are currently undergoing a review

## Question I:

Contact centre	
<i>i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)</i>	Zoom
<i>i2 When was the current system installed?</i>	2023
<i>i3 Is this on premise or cloud based?</i>	cloud
<i>i4 How many agents?</i>	12
<i>i5 When is your contract renewal/expiry date ?</i>	2026
<i>i6 Have you recently reviewed/when are you next reviewing this service?</i>	Yes

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact within the next 40 working days:

Head of Information Governance


Email: [foi@ukri.org](mailto:foi@ukri.org)

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal 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: [www.ico.org.uk](http://www.ico.org.uk).

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see [UKRI's complaints policy](#)<sup>1</sup>.

Yours sincerely,

  
Information Governance  
Information Rights Team  
UK Research and Innovation  
[foi@ukri.org](mailto:foi@ukri.org) | [dataprotection@ukri.org](mailto:dataprotection@ukri.org)

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<sup>1</sup> <https://www.ukri.org/who-we-are/contact-us/make-a-complaint/#skipnav-target>