



[REDACTED]

15 March 2023

Dear [REDACTED],

Freedom of Information request: FOI2023/00065

Thank you for your Freedom of Information request received on the 10 February in which you requested the following:

Your request:

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*

Our response:

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

1. *Telephony and UC/ Collaboration*
 - a. *Please confirm the manufacturer of your telephony system(s) that are currently in place*

The original equipment manufacturer of the telephony equipment used in Polaris House is Cisco. SCB Global provide the SIP trunk service which compliments the core equipment.

- b. *When is your contract renewal date?*

The contract renewal date with SCB Global is 30 April 2023.

- c. *Who maintains your telephony system(s)?*

UK SBS is the service provider to Polaris House, which includes maintenance.

d. Do you use Unified Communications or Collaboration tools, if so which ones?

Unified Communications used are Zoom, Microsoft Teams and Cisco VC.

2. Microsoft

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

A1 and A5 licences.

b. Which partner looks after your Microsoft tenant?

Phoenix Software Ltd.

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?

Applications are hosted on a public cloud.

3. Storage

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

Cloud storage.

b. Please confirm the on-premise hardware manufacturer

N/A.

c. Please confirm your cloud storage provider

Phoenix Software Ltd and Jisc Services Limited.

d. What is your annual spend on cloud storage?

Under Section 21 of the FOIA, Information already reasonably accessible, this information is already available in the public domain:

- [UKRI Azure cloud computing services contract](#)¹ (Phoenix Software Ltd)
- [JISC OCRE contract](#)² (Jisc Services Limited)

Section 21 is an absolute exemption which means that there is no requirement to conduct a public interest test.

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

UKRI use three different platforms for backing up data; Symantec NetBackup, Veeam and Keepit.

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:

Head of Information Governance

Email: foi@ukri.org

Please quote the reference number above in any future communications.

¹ <https://www.contractsfinder.service.gov.uk/Notice/8a07e66a-07a5-4dd1-ac52-3ca39f8968bf>

² <https://www.contractsfinder.service.gov.uk/Notice/1a891408-fd00-4b88-a25f-4450abfd0c6e>

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.

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: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,


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