

Faq Sheet

Phone/Communication

UCL network providers	EE, O2, Vodafone – all managed through a managed service agreement with Abzorb.
Annual average spend over the last 3 years	EE – £30 ; O2 – £6,500; Vodafone – £225,000.
Number of connections for each network provider.	EE – 100; O2 – 53; Vodafone – 1010.
The duration of the contract including contract extensions	Managed services agreement with Abzorb was for two years initially and was then extended for a further 3 years.
Incumbent Mobile supplier and renewal date	The mobile services to UCL is managed by Abzorb. Managed Services contract with Abzorb was until 31 st March 2016 and has been extended to March 2019
The start date for the services	31 st March 2014
The expiry date for the services	Expired on 31 st March 2016 and extended until 31 st March 2019.
Contract review date for the service	Contract review date was 01/04/2018
The person within the organisation who is responsible for the contract	For EE, O2, and Vodafone contracts managed through Abzorb, Director IT Service Delivery
The mobile phone contract management, network provider, number of connections	Abzorb Solutions Limited; Number of connections: 1,16.
Number of headsets	Circa 1200 - 1696
Types of headsets	A mix of smartphones from Apple, Samsung, Sony and LG.
Mobile budget per year	£320 - £350 + VAT
The manufacturer of the telephone equipment installed within UCL and when the equipment was installed	Siemens iSDX – 20+ years ago; Cisco – 2011
The equipment end of life / end of contract	Siemens iSDX – End-of-Life/Support April 2017; Cisco – In Life and Supported.
The person within the organisation who is responsible for the communications estate	Team Leader for UC, Accountable Authority – Director IT Service Delivery
Instant messaging used within UCL	Skype for Business
Solution for Mass Communication and renewal date	Rapid Communications & there is no contract in place for this.
Solution for using for Mass Communication	Rant & Rave
Current Lines (Analogue, ISDN VOIP, SIP etc) Provider	Virgin Media, British Telecom and Gamma

