

As an established supplier of technology equipment and services to the public sector, we are keen to understand the digital transformation needs of UK public sector organisations. Please do provide all relevant information to the following questions, with both text and relevant links to documents.

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| 1. When was your last networking (LAN, Core & Edge refresh, and when is the next refresh planned? | Upgraded to new edge kit and LFFN 2022 |
| 1a. What would you like to improve upon in your next refresh? | N/A |
| 1b. Could you please confirm the supplier for your current contract and the vendor that you are using? | Agilisys |
| 2. When was your last Wi-Fi refresh, and when is the next refresh planned? | In progress expected completion Dec 2023 |
| 2a. What would you like to improve upon in your next refresh? | N/A |
| 2b. Could you please confirm the supplier for your current contract and the vendor that you are using? | Agilisys - Aruba |
| 3. When was your last telephony or Unified Communications refresh, and when is the next refresh planned? | Just tendered and contract due to be signed |
| 3a. What would you like to improve upon in your next refresh? | N/A |
| 3b. Could you please confirm the supplier for your current contract and the vendor that you are using? | Agilisys |
| 4. Do you currently use SD-WAN or SASE, if not it this something that you are planning to do? | Yes LFFN |
| 4a. If yes, could you please confirm the supplier for your current contract and the vendor that you are using? | Agilisys / Capita / VM |
| 5. How many users do you currently have in your contact centre? | 194 |
| 5a. What would you like to improve upon with your contact centre | N/A |
| 5b. Could you please confirm the supplier for your current contract and the vendor that you are using? | Agilisys / Netcall |