



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

Information Compliance Team
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Sent by email to:

[REDACTED]

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Date: 9 February 2024

Our Reference: FOI 149 23-24

Enquiries to: Information Compliance Officer

Freedom of Information Act 2000

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 26 January 2024. We can confirm that we have now completed our search for the information requested.

You asked:

1. When was your last networking (LAN, Core & Edge) refresh, and when is the next refresh planned?

We can confirm that we hold the information requested, please find it in blue below. Our last Core switch hardware refresh was 2019 and the next is planned for financial year 24/25.

1a. What would you like to improve upon in your next refresh?

Downtime during routine maintenance and reporting.

1b. Could you please confirm the supplier for your current contract and the vendor that you are using?

Purchased through Phoenix Software Ltd with a managed service contract with them.

2. When was your last Wi-Fi refresh, and when is the next refresh planned?

The last hardware refresh was in 2019 and the next is planned for 2027.

2a. *What would you like to improve upon in your next refresh?*

System reports

2b. *Could you please confirm the supplier for your current contract and the vendor that you are using?*

The hardware was originally purchased through Virgin Media. The foundation licenses were purchased February 24 through Softcat.

3. *When was your last telephony or Unified Communications refresh, and when is the next refresh planned?*

The last refresh was in 2018 and the next refresh is planned for 2026.

3a. *What would you like to improve upon in your next refresh?*

Resilience

3b. *Could you please confirm the supplier for your current contract and the vendor that you are using?*

Unify Atos which was purchased through Telent in 2018.

4. *Do you currently use SD-WAN or SASE, if not it this something that you are planning to do?*

We have just completed a SD-WAN Migration.

4a. *If yes, could you please confirm the supplier for your current contract and the vendor that you are using?*

Virgin Media Business is both the supplier and vendor of our current arrangement.

5. *How many users do you currently have in your contact centre?*

10

5a. *What would you like to improve upon with your contact centre?*

Resilience and better options for auto attendant such as message of the day for a major incident.

5b. *Could you please confirm the supplier for your current contract and the vendor that you are using?*

Unify Atos which was purchased through Telent in 2018.

The above concludes our investigation into this matter.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Data Protection Officer at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioners Office. This can be done online at www.ico.org.uk/foicomplaints or by post to The Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer
Hampshire and Isle of Wight Fire and Rescue Service