

PSD Scotland – Freedom of Information – FOI2026-3399

Annex A

From 1 April 2026, NHS Education for Scotland (NES) and NHS National Services Scotland (NSS) joined to form Public Services Delivery Scotland (PSD Scotland), enabling transformation in health, social care, and the wider public sector. This means your Freedom of Information request is now being responded to by PSD Scotland.

During this period of consolidation not all services are fully aligned, including the telephony infrastructure, with both former organisations operating their own systems. The below response provides answers for all systems in use by PSD Scotland

Section 1 – Telephony Infrastructure

1.1 What telephony system(s) does PSD Scotland currently use for inbound and outbound calls?

Please provide:

(a) Vendor / manufacturer name

The systems used are:

- Microsoft Teams
- BT
- Maintel

(b) Product / platform name (e.g. Cisco Unified Communications Manager, Avaya Aura, Mitel MiVoice, Microsoft Teams Direct Routing, 8x8, RingCentral, Gamma, BT Cloud Voice)

The product/platforms used are:

- Microsoft Teams
- Microsoft Teams Direct Routing
- Avaya

(c) Version or generation currently in use

The version or generations are:

- Microsoft 365 (in line with support model)
- Microsoft 365 (latest version)
- Avaya Release 8.0

1.2 Is your telephony system:

- (a) On-premise (hosted within your own data centre or server rooms)**
- (b) Cloud-based / hosted (vendor or third-party managed)**
- (c) Hybrid (combination of on-premise and cloud)**

The telephony systems are Cloud Based and Hybrid.

1.3 Approximately how many telephone lines and/or DDI (Direct Dial-In) numbers does PSD Scotland currently operate?

A total of 2250 lines/DDI numbers are in operation.

1.4 When was your current telephony system first installed or last substantially upgraded?

There were upgrades for systems in 2019 and 2026.

Section 2 – Contact Centre – Patient Access

2.1 Does PSD Scotland operate a dedicated contact centre, patient access centre, or centralised switchboard function?

Yes, PSD Scotland operates a dedicated function.

If yes, please provide:

(a) Name or primary function of the contact centre / access centre

National Contact Centre NHS Scotland

(b) Communication channels currently supported (e.g. voice/telephone, email, webchat, SMS, social media, video)

A voice communication is supported.

(c) Contact centre platform or software used to manage queuing, routing, and agent interactions (e.g. Cisco UCCE / UCCX, Avaya Contact Centre, Genesys Cloud, NICE CXone / inContact, Amazon Connect, Salesforce Service Cloud, Freshdesk, Puzzel, Content Guru)

The 8x8 Works platform is used.

2.2 How many contact centre agent seats or licences does PSD Scotland currently hold?

The contact centre agent seats or licences are:

- 250 150 x 1
- 100 x 6 Plus SNBTS 78, consisting of 54 X1 and 24 X6

2.3 What is the approximate annual inbound call volume handled by your contact centre or switchboard?

There are approximately 500,000 inbound calls annually.

2.4 Does your organisation use an Interactive Voice Response (IVR) or automated call routing system? If yes, please provide the vendor and product name.

It has both systems detailed above and 8x8 Script is used.

Section 3 – Support and Maintenance Contracts

3.1 Who provides support and maintenance for your telephony and/or contact centre system(s)?

Please provide (for each system if more than one):

(a) Name of the support provider (vendor direct support or third-party maintenance organisation)

The support providers are:

- Microsoft
- BT
- Maintel
- 8x8

(b) Type of coverage (vendor support, third-party maintenance, or both)

The coverage is:

- Vendor Support
- Microsoft Teams Phone (cloud service). The platform is delivered as Software as a Service (SaaS) and does not use a fixed customer managed version or generation number

(c) Approximate annual value of the support / maintenance contract

The annual value is approximately £200,000.

(d) Contract start date and expiry / renewal date

The contract start and expiry date is 1 April 2026 – 31 March 2027, with a renewal date of 1 April 2027.

3.2 Are any significant telephony or contact centre contracts (including licences, maintenance, or managed service agreements) due for renewal within the next 24 months? If yes, please provide the contract category and approximate renewal date (full commercial detail is not required).

The 8x8 contract is on a rolling 12-month extension, looking to tender from 1 April 2027/28.

3.3 What procurement framework(s) did PSD Scotland use to procure its current telephony or contact centre solution(s)? (e.g. Crown Commercial Service (CCS) RM6116, NHS Shared Business Services, G-Cloud, Tech Products 4, direct award, competitive tender)

The frameworks used were:

- National Procurement Framework
- G-Cloud

Section 4 - Staffing

4.1 How many whole-time equivalent (WTE) staff are directly employed by PSD Scotland in contact centre, patient access centre, or switchboard roles?

There is a total of 21.6 WTE staff within the National Call Centre.

4.2 Please provide a breakdown of contact centre / switchboard staff by job role or Agenda for Change (AfC) band (or equivalent). Specific names of individuals are not required; job title or band is sufficient.

The Call Agents within the National Call Centre are AfC Band 3.

4.3 Does PSD Scotland use any outsourced or third-party contact centre agents or managed service operators?

If yes, please provide:

Yes, PSD Scotland uses outsourced agents for part of the year.

(a) Approximate number of outsourced agent seats or FTEs

The number of agents supplied by the contractors varies depending on business demand. During the Centres peak busy time it has approximately 110 contractor agents on lines.

(b) Name of the outsourced provider

The outsourced providers are:

- ESP Group
- Foundever

(c) Approximate annual cost of the outsourced arrangement

The approximate annual cost is £1,000,000.

4.4 Does PSD Scotland have a named senior role responsible for contact centre or patient access operations? (e.g. Head of Contact Centre, Head of Patient Access, Director of Operations — name of individual not required, role title only)

The Operations Manager is responsible for the Contact Centre.

Section 5 - Future Plans

5.1 Is PSD Scotland currently planning, evaluating, or actively procuring a replacement or substantial upgrade to its telephony or contact centre system within the next 24 months? If yes, please state the anticipated timeline and scope (e.g. full platform replacement, cloud migration, additional channel capability).

Yes, 8x8 contract on a rolling 12-month extension, looking to tender from 1 April 2027/28.

5.2 Has PSD Scotland completed or commissioned any review, business case, or digital roadmap covering telephony or contact centre transformation in the last two years?

No there has been on completion or commission of reviews or business cases for any of the described topics.