



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 19/05/2026

2026/497 -Telephony, Contact Centre and Communications Systems

In response to your recent request for information regarding;

SECTION 1 — CORE TELEPHONY PLATFORM

Q1. What telephony platform(s) does the force currently use? (e.g. Avaya, Mitel, Cisco, Microsoft Teams, other — please name the product and version where known)

Cisco and Teams

Q2. Are these systems hosted on-premise, in a private cloud, or in a public cloud environment?

On-Premise

Q3. Who is the primary supplier/integrator responsible for delivering and supporting the telephony platform?

CGI

Q4. When do the contracts expire (month and year)? and are there plans for a new tender

March 2029

No plans for a new tender

SECTION 2 — CONTACT CENTRE / 999 AND 101 HANDLING

Q5. What platform is used for your force contact operations centre (handling 999 and 101 calls)? (e.g. Avaya Aura Contact Centre, Genesys, NICE CXone, other)

Frequentis LifeX and Octave C&C

Q6. What Session Border Controller (SBC) product is used to connect your SIP trunks to the public network? (e.g. Oracle/Acme Packet, Avaya SBCE, Cisco CUBE, AudioCodes)

FRAFOS SBC

Q7. What workforce management system is used (if any)?

N/A

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**Q8. What call recording system is in use within the contact centre?
(e.g. NICE, Verint, Redbox etc)**

NICE Inform

SECTION 3 — UNIFIED COMMUNICATIONS AND WIDER INFRASTRUCTURE

Q9. Does the force use Microsoft Teams for internal communications? If so, is Teams also used for any telephony (Direct Routing or Operator Connect)?

Yes both Direct Routing and Operator Connect

Q10. What Integrated Communications Control System (ICCS) is in use in the force control room? (e.g. Frequentis, Zetron, other)

Frequentis

Q11. What is the procurement route used for telephony and communications contracts? (e.g. Crown Commercial Service framework, direct award, open tender, regional collaboration)

VEAT Notices

SECTION 4 — REFRESH AND PIPELINE

Q12. Are there any active or planned procurements for replacement or upgrade of the telephony or contact centre platform in the next 24 months?

There are no further procurements planned.

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