



Freedom of Information Officer  
Welsh Revenue Authority  
PO Box 110, Pontypridd  
CF37 9EH

XXX  
XXX

5 September 2022

Dear xxx

### **WRA-FOI-0028 Telephony & Storage**

Thank you for your request, which I received on 24 August 2022 about Telephony & Storage. The information you requested is below.

#### **1. Telephony and UC/ Collaboration – WRA uses Microsoft Teams for all telephony and UC collaboration**

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place - **Microsoft**
- b. When is your contract renewal date? - **Microsoft Teams is licenced to the WRA until 31/03/2025**
- c. Who maintains your telephony system(s)? - **Microsoft**
- d. Do you use Unified Communications or Collaboration tools, if so which ones? - **Microsoft is the only tool WRA uses**

#### **2. Microsoft**

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5 – **WRA utilises M365 E5, M365 E3, O365 E3**
- b) Which partner looks after your Microsoft tenant? - **Microsoft licensing is via SoftCat. WRA does not use a third party provided to manage its tenant**
- c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which? - **All applications hosted in the Microsoft Azure Public Cloud. WRA has no on-premises infrastructure**

#### **3. Storage**

- a. Does your organisation use on-premise or cloud storage or both? - **Cloud storage**
- b. Please confirm the on-premise hardware manufacturer – **N/A**
- c. Please confirm your cloud storage provider - **Microsoft**
- d. What is your annual spend on cloud storage? - **August 2021 – July 2022 WRA spent £44,743 on Azure production database storage. SharePoint and OneDrive storage is unable to be broken down as this is paid for through Microsoft E5 and E3 licenses.**



e. How do you back up your data and with who e.g. Backup as a Service – **WRA utilises Azure back up services**

If you are dissatisfied with the Welsh Revenue Authority's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Revenue Authority's Freedom of Information Officer at:

Freedom of Information Officer, Welsh Revenue Authority,  
PO Box 110, Pontypridd.  
CF37 9EH

or Email: [data@wra.gov.wales](mailto:data@wra.gov.wales)

Please remember to quote the reference number above.

You also have the right to complain to the Information Commissioner. Please note however that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

The Information Commissioner can be contacted at: Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
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Tel: 01625 545 745  
Email: [casework@ico.gsi.gov.uk](mailto:casework@ico.gsi.gov.uk)

Yours sincerely  
Freedom of Information Officer