

# FOI Release

Information released under the Freedom of Information Act

## **Title: External/3rd party hosting contracts**

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**Date of release: 04 July 2014**

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### **Information request**

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1. Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.
2. E-commerce hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their clients. E-commerce hosting can also include electronic data interchange (EDI).
3. Exchange Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.
4. Web Hosting is the activity or business of providing storage space and access for websites.
5. VOIP Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service.
6. Contact Centre: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware instead they can add software as needed and get deeper in their involvement as they grow.
7. Unified communications is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition with non-real-time communication services such as unified messaging.

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### **Information released**

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A7. The UK Space Agency has as of the 03 July 2014 entered into a pay as you go service with Level 3 Communications for teleconferencing and web conferencing. No financial information is available at this time.

The main contracts for the IT infrastructures, systems and end user devices used within the UK Space Agency are held by its core department. If you have not already done so, then you may wish to write to the Department for Business, Innovation and Skills.

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