



Trust Headquarters
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27th September 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220914.

You requested the following information, please also see our response below:

Please could you provide the following information:

- **Number of Employees:** Trust headcount (excluding bank workers): 4281 at 31 Jul 22.
- **Number of IT Staff:** 53
- **The name of your current IT Service Management Software and the company that supplies it:** MPower - Marval
- **Whether this is a Cloud / SaaS or On-Premise Solution:** Cloud
- **The number of licences and whether these are Named or Concurrent:** 27 named, 39 concurrent
- **The length of your current contract for this Software / Service:** 5 Years
- **The contract expiry date, and whether you intend to change it:** March 2024
- **The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):** Oct 23
- **The Annual cost of the contract:** Withholding information on grounds of Section 43 (commercially sensitive) of the FOI Act.
- **The Total cost of the contract:** Withholding information on grounds of Section 43 (commercially sensitive) of the FOI Act.

- **The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)** Withholding information on grounds of data protection.
- **The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)** Withholding information on grounds of data protection.

If this solution is currently on Premise, please could you also provide the following information: N/A

- **Do you have a cloud migration strategy?**
- **If so, is there specific budget allocated to this?**
- **Would you be looking to move to a cloud service at the end of the current contract ?**

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**