



Trust Headquarters  
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West Sussex  
RH10 9BG

Date

Email:

Dear,

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240106.

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

**Dear South East Coast Ambulance Service NHS Foundation Trust,**

**Would you be kind enough to let me know the answers to the following questions?**

**Which Helpdesk tool does the IT department use for managing tickets?**

Marval Service Manager.

**When was the tool purchased?**

January 2020

**When is the existing contract due to end?**

January 2025

**When does the trust intend to review the solution with a view to potential replacement?**

April 2024

**Can you please let me know who is responsible for this solution?**

We are not disclosing this information under the FOI Act section 40(2). This would contravene the data protection principles.

**Which software does the IT department use for performance monitoring of servers and infrastructure?**

Solarwinds monitoring tools.

**When was the tool purchased?**

March 2021

**When is the existing contract due to end?**

March 2025

**When does the trust intend to review the solution with a view to potential replacement?**

October 2024.

**Can you please let me know who is responsible for this solution?**

We are not disclosing this information under the FOI Act section 40(2). This would contravene the data protection principles.

**Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?**

WorkSpace One and Native Windows Tools.

**When was the tool purchased?**

Workspace One - June 2014

Windows – part of Microsoft collaboration services agreement with DoH and NHS England, June 2023

**When is the existing contract due to end?**

Workspace One - June 2024

Windows – June 2026

**When does the trust intend to review the solution with a view to potential replacement?**

Workspace One - currently under review.

Windows – not currently subject to review.

**Can you please let me know who is responsible for this solution?**

We are not disclosing this information under the FOI Act section 40(2). This would contravene the data protection principles.

**Does the Trust have any solution in place to help with the management of power usage within the PC estate?**

None

**Which tool is in use?**

N/A

**When was the tool purchased?**

N/A

**When is the existing contract due to end?**

N/A

**When does the trust intend to review the solution with a view to potential replacement?**

N/A

**Can you please let me know who is responsible for this solution?**

N/A

**Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?**

Service Manager: circa £24K +VAT per annum (hosting and support).

Solarwinds: circa £47K +VAT per annum.

WorkSpace One: circa £57K +VAT per annum (hosting and support).

Windows – part of Microsoft collaboration services agreement with DoH and NHS England, centrally funded by NHS England.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator**

## South East Coast Ambulance Service NHS Foundation Trust