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

Internal Ref: 250806  
Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

### **FOI Request**

You asked us:

**I am writing under the Freedom of Information Act 2000 to request information about several systems and services in use at South East Coast Ambulance Service NHS Foundation Trust. My inquiries are as follows:**

<b>Technology</b>	<b>Supplier</b>	<b>Product / System Name</b>	<b>Contract Ending Date</b>
Staff rostering system			
Electronic document management system			
Cyber security services			

**Please note: In relation to cyber security we are asking for the name of your main cyber security provider. We do not need to know the software or sub-contractors used.**

**Clarification on 'N/A' Responses:**

- Please enter '**No System Installed**' if your trust does not have such system.
- Please enter '**No system needed**' if your trust does not have a department or service which requires such a system.



## Clarification on Contract expiry date:

- If the contract is expiring in the next 6 months, please state if the trust plans to renew, re-procure or take any other action.
- If the contract is on a rolling basis, Please enter 'Rolling'.

Additionally, could you please fill in the missing product names and revised contract expiry dates?

## Formal Response

The Trust confirms it holds the information you have requested.

Technology	Supplier	Product / System Name	Contract Ending Date
Staff rostering system	TotalMobile Ltd	Global Rostering System	30/04/2029
Electronic document management system	Phoenix Software Ltd	Microsoft SharePoint	28/02/2028
Cyber security services	ITHealth UK Ltd	Dashboard (monthly assurance reports)	29/06/2026

## Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: [FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints).

Alternatively, the ICO's postal address is:  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,



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



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon