



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

19th January 2026
Internal Ref:
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

Hi there,

I am writing to you to submit a Freedom of Information (FOI) request regarding your IT service management (ITSM) software.

Please confirm receipt of this request. You may provide the information in whichever way best suits your internal process, or can use [the online form](#) if preferred.

1. Total number of employees (across the whole Trust)
2. Total number of IT service desk agents
3. Existing service desk software used
4. Deployment model (Cloud-based or On-Premise)
5. Number of software licenses
6. Contract renewal date
7. Annual cost of contract
8. Total cost of contract
9. Contract review date
10. Main decision maker/contact for service desk software

If you have any questions or require further clarification, please feel free to reach out.

We greatly appreciate your assistance and look forward to receiving the requested information within 20 working days, in line with the Freedom of Information Act 2000.



Formal Response

I am writing to you to submit a Freedom of Information (FOI) request regarding your IT service management (ITSM) software.

Please confirm receipt of this request. You may provide the information in whichever way best suits your internal process, or can use [the online form](#) if preferred.

1. **Total number of employees (across the whole Trust) - 5152**
2. **Total number of IT service desk agents - 13**
3. **Existing service desk software used – Marval Software Ltd: Service Manager**
4. **Deployment model (Cloud-based or On-Premise) - Cloud-based**
5. **Number of software licenses:**
 1. **Named licenses: 55**
 2. **Concurrent licenses: 42**
 3. **Self service: Unlimited**
6. **Contract renewal date – 10/01/2027**
7. **Annual cost of contract - c£31K inc VAT**
8. **Total cost of contract – c£62K inc VAT**
9. **Contract review date – July 2026**
10. **Main decision maker/contact for service desk software – withholding person identifiable information.**

If you have any questions or require further clarification, please feel free to reach out.

We greatly appreciate your assistance and look forward to receiving the requested information within 20 working days, in line with the Freedom of Information Act 2000.

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

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](https://www.ico.org.uk/foicomplaints) (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.

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