



Resolution

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Telephone: 020 7811 2700

July 2025
FOI_7314

The following information was requested on 3 July 2025:

*I am writing to request information under the **Freedom of Information Act 2000** regarding the Mobile, Voice & Data services currently in place at **NHS RESOLUTION**.*

I would be grateful if you could provide the following information:

1. Current Mobile, Voice & Data Services

- *Total number of active SIMs.*
- *Description of current tariffs/allowances.*
- *Name of the current service provider(s).*

2. Requirements for the Next Contract

- *Planned budget.*
- *Contract length.*
- *Estimated total number of SIMs (Voice & Data, and Data-only).*
- *Distribution of SIMs across networks (e.g. 50 on Vodafone, 100 on EE, etc.).*
- *Description of required UK tariffs/allowances, and EU & Rest of World (RoW) roaming bundles.*
- *Total number of Mobile Device Management (MDM) licences.*
- *Total number of Mobile Lifecycle Management subscriptions.*
- *Total number and types of Microsoft 365 licences.*
- *Total fund for mobile devices.*

3. Managed IT Services

- *Are all your IT & Telecoms services managed in-house or is anything outsourced?*
- *If outsourced, who do you use?*
- *Is this contract managed by the same officer at {Name of Council}?*

4. Contract Review

- *Date of the next review for the Mobile, Voice & Data services contract.*

5. Responsible Officer(s)

- *Name and contact details of the officer(s) responsible for the contract review at NHS RESOLUTION*

Our Response

1. Current Mobile, Voice & Data Services

- *Total number of active SIMs*

165 sims.

- *Description of current tariffs/allowances*

Data only (750gb shared data plan), Voice/data (voice 25p per sim).

- *Name of the current service provider*

EE.

2. Requirements for the Next Contract

- *Planned budget.*

Estimated £18,000 over 24 months.

- *Contract length.*

2 year (24-month contract)

- *Estimated total number of SIMs (Voice & Data, and Data-only).*

Voice/Data – 116 and Data only 49

- *Distribution of SIMs across networks*

EE only

- *Description of required UK tariffs/allowances, and EU & Rest of World (RoW) roaming bundles.*

Roaming capability, voice outside of Europe bar, data outside of Europe bar.

- *Total number of Mobile Device Management (MDM) licences.*

Not required, as we utilise nhs.net intranet service.

- *Total number of Mobile Lifecycle Management subscriptions.*

Not applicable.

- *Total number and types of Microsoft 365 licences.*

Not applicable.

- *Total fund for mobile devices.*

No hardware fund available within the contract.

3. Managed IT Services

- *Are all your IT & Telecoms services managed in-house or is anything outsourced?*

Mix of in-house and outsourced services.

- *If outsourced, who do you use?*

We do not use one single managed service provider. Multiple services are delivered by different providers.

- *Is this contract managed by the same officer?*

Yes

4. Contract Review

- *Date of the next review for the Mobile, Voice & Data services contract.*

February 2028.

5. Responsible Officer(s)

- *Name and contact details of the officer(s) responsible for the contract review at NHS RESOLUTION ?*

Amit Panchal – Head of Service Operations - Amit.panchal@nhs.net

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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