



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

December 2025
FOI_7549

The following information was requested on 12 November 2025:

I would like to make a request under the Freedom of Information Act 2000.

Some or all of the information previously provided may now be out of date, so I would be grateful if you could provide updated responses to the following questions.

Please address each section individually and, where multiple suppliers exist, provide information separately for each.

Contract 1 – Wide Area Network (WAN) Services (Including HSCN)

15. WAN Provider(s)

Please confirm the main supplier(s) for your WAN services. If this information is not available, please explain why.

16. Contract Expiry Date

Please provide the expiry date for each WAN contract (DD/MM/YYYY or MM/YYYY acceptable). If rolling, please state the terms.

17. Contract Description

Please provide a brief summary of the scope of each WAN contract.

18. Number of Sites Covered

Please indicate the number of sites supported by the WAN. An approximation is acceptable.

19. Annual Average Spend

What is the annual average spend for WAN services? Please break this down by provider if more than one.

20. Procurement Route

Please provide details of how each WAN contract was procured. If a framework was used, please include the framework name and reference number.

Internal Contact

21. Responsible Contact Person(s)

Please provide the full contact details for the person(s) responsible for each of the above contracts, including:

- *Full name*
- *Job title*
- *Direct phone number*
- *Email address*

If full details cannot be provided, the job title alone is acceptable.

Our Response

15. WAN Provider(s)

Unable to disclose the name of our WAN Provider due to Law Enforcement. Please see below for the FOI exemption applied and an explanation for the application.

16. Contract Expiry Date

April 2026.

17. Contract Description

Cloud hosting.

18. Number of Sites Covered

One site.

19. Annual Average Spend

Supplier 1 – Average £48,000 plus VAT per annum.

Supplier 2 – Average £13,000 plus VAT per annum

20. Procurement Route

G-Cloud 12.

Internal Contact

21. Responsible Contact Person(s)

Full name: Amit Panchal

Job title: Head of Service Operations

Direct phone number: 0207 811 2820

Email address: amit.panchal@nhs.net

Section 31 – Law Enforcement

NHS Resolution is unable to disclose the information requested in Q15 as this information is considered to be exempt from disclosure under section 31(1) of the Freedom of Information Act which provides:

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would (FOIA), or would be likely to, prejudice:

(a) the prevention or detection of crime

We consider that disclosing the name of our WAN Provider would be likely to materially increase the risk of successful attempts to hack our network. The information could be used by any person in the world (as is the nature of a disclosure under FOIA) particularly in conjunction with other information about our systems, to plan or prepare more sophisticated attacks.

Public Interest Test (PIT)

Public Interest considerations in disclosing the information

There is a general public interest in openness and transparency in public sector bodies which can help to maintain public trust. We recognise that there is a legitimate interest in knowing what systems we utilise, which helps to promote public confidence that the organisation maintains high levels of security.

Public interest considerations in favour of maintaining the exemption

NHS Resolution recognises its duty to protect personal data and confidential information held on our systems, as disclosure will, in our opinion, weaken our ability to protect our stakeholders & perform our functions.

Disclosing the information requested would mean releasing details about our systems and their security into the public domain. This could make the information accessible to criminals, by enhancing criminals' abilities to carry out cyber-attacks. It also follows that a risk to our systems will also constitute a risk to both the general public and NHS Resolution staff whose information we hold.

By withholding this information, criminals will be prevented from exploiting such information in order to target our systems or individuals.

Balance of Public Interest Test

NHS Resolution acknowledges that there is an interest in the public knowing that the organisation has adequate levels of protection in place for its IT systems, to ensure that we mitigate any risks befalling our systems on which we rely to run the organisation. We believe that ensuring the safety of our systems is paramount and on the balance of the PIT, we believe that there would be a clear causative link in disclosing the

information you have requested which could expose the organisation to the risk of crime and subsequently endanger or cause harm to those whose data we hold.

NHS Resolution therefore believes that the greater public interest is in withholding this information.

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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