



Resolution

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

October 2022
FOI_5578

The following information was requested on 15 September 2022:

Please could you provide the following information:

- 1. Number of Employees*
- 2. Number of IT Staff*
- 3. The name of your current IT Service Management Software and the company that supplies it*
- 4. Whether this is a Cloud / SaaS or On-Premise Solution*
- 5. The number of licences and whether these are Named or Concurrent*
- 6. The length of your current contract for this Software / Service*
- 7. The contract expiry date, and whether you intend to change it*
- 8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):*
- 9. The Annual cost of the contract*
- 10. The Total cost of the contract*
- 11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)*
- 12. The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)*

If this solution is currently on Premise, please could you also provide the following information:

- 1. Do you have a cloud migration strategy?*
- 2. If so, is there specific budget allocated to this?*
- 3. Would you be looking to move to a cloud service at the end of the current contract?*

Our Response

- 1. Number of Employees*

There are 570 employees in NHS Resolution.

- 2. Number of IT Staff*

There are 44 IT staff members.

- 3. The name of your current IT Service Management Software and the company that supplies it.*

Software and supplier is Zendesk.

- 4. Whether this is a Cloud / SaaS or On-Premise Solution*

Zendesk is cloud-based.

5. The number of licences and whether these are Named or Concurrent

Please note we purchased one product, however we purchased an additional 5 users (second line) which has different end dates, and costs.

Contract 1 includes 27 Concurrent licences

Contract 2 includes 5 Concurrent licences

6. The length of your current contract for this Software / Service

Contract 1 – 3 years

Contract 2 – 2 years

7. The contract expiry date, and whether you intend to change it

Contract 1 – March 2023

Contract 2 – February 2024

8. The Contract Review Date (approximate date of when the organisation is planning to review this contract):

The contract review date is due in December 2022.

9. The Annual cost of the contract

Contract 1 – Approx £86,000 over 3 years

Contract 2 – Approx £14,000 for two years

10. The Total cost of the contract

As above.

11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)

Bertrand Vanspall – Compliance & Service Delivery Manager, Bertrand.vanspall@nhs.net

12. The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)

As above.

If this solution is currently on Premise, please could you also provide the following information:

Not applicable.

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 [Tinku Mitra](#), Deputy Director of Corporate and Information Governance 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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