

Freedom of Information Request

Reference Number: [EPUT.FOI.22.2642](#)
Date Received: [14.09.2022](#)

Information Requested:

Please could you provide the following information:

1. Number of Employees
[Approx 5400](#)
2. Number of IT Staff
[Approx 450](#)
3. The name of your current IT Service Management Software and the company that supplies it
[Richdesk from Richmond Systems](#)
4. Whether this is a Cloud / SaaS or On-Premise Solution
[On-Premis](#)
5. The number of licences and whether these are Named or Concurrent
[60 concurrent](#)
6. The length of your current contract for this Software / Service
[Annual Contract](#)
7. The contract expiry date, and whether you intend to change it
[Renews March 2023](#)
8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):
[Currently under review](#)
9. The Annual cost of the contract
[The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act \(Commercial Interests\):](#)
10. The Total cost of the contract
[The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act \(Commercial Interests\):](#)
11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)
[Carole Jacotine](#)
epunft.pals@nhs.net
[Number: 0800 085 7935](tel:08000857935)

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)

Carole Jacotine

epunft.pals@nhs.net

Number: 0800 085 7935

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

N/A

14. Do you have a cloud migration strategy?

No

15. If so, is there specific budget allocated to this?

No

16. Would you be looking to move to a cloud service at the end of the current contract?

Yes

Section 43 (Commercial Interests):

- (1) Information is exempt information if it constitutes a trade secret
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it)
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2)

Publication Scheme:

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