Keele UNIVERSITY
Teaching Trust

NHS
North Staffordshire
Combined Healthcare
NHS Trust

Our Ref: NG/RM/24273
Date: 2nd September 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 7th August 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:
Please provide the following information regarding the essential business software systems used at North Staffordshire Combined Healthcare NHS Trust:

1. Storage & Cloud Infrastructure:

Please address the following questions regarding your Storage & Cloud Infrastructure:

- Does your organisation use on-premise or cloud storage or both?
- Please confirm the on-premise hardware manufacturer.
- Please confirm your cloud storage provider (AWS, Azure, Oracle, etc.).
- What is your annual spend on cloud storage?
- How do you back up your data and with whom, e.g., Backup as a Service?

2. Telephony
3. ERP (Enterprise Resource Planning)
4. Finance & Payments
5. Cyber Security
6. HR (Human Resources)
7. Payroll
8. Finance BI and Analytics System
9. ITSM

For each of the systems listed above (excluding Storage & Cloud Infrastructure), please provide the following details:

a. System type
b. Supplier name
c. System name
d. Date installed

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Chief Executive: Dr Buki Adeyemo
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e. Contract expiration
f. Is this contract annually renewed? - Yes/No
g. Do you currently have plans to replace this system? - Yes/No
h. Procurement framework:
i. Other systems it integrates with:
j. Total value of contract (£):
k. Notes - e.g., we are currently out to tender:
l. If this system does not exist, do you have an in-house alternative?

Please see Appendix 1 attached.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Nicola Griffiths
Deputy Director of Governance

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System type	Telephony	ERP (Enterprise Resource Planning)	Finance & Payments	Cyber Security	HR (Human Resources)	Payroll	Finance BI and Analytics System	ITSM
Supplier name	Cisco		Capita	S&SHIS	NHSBSA	ESR (Electronic Staff Record)		S&SHIS
System name	Call Manager		Integra 2	SOC	ESR	ESR (Electronic Staff Record)		SMT
Date installed	N/A		01/06/2018 N/A		Apr-07			N/A
Supplier Contract expiration	N/A		30/09/2029 N/A		N/A	Ongoing		N/A
Is this contract annually renewed? - Yes/No	N/A		No	N/A	No	No		N/A
Do you currently have plans to replace this system? - Yes/No	N/A		No	N/A	No	No		N/A
Procurement framework	N/A		NHS London Procurement Partnership, IM&T Framework	N/A	N/A	N/A		N/A
Other systems it integrates with	N/A		None	N/A	N/A	None		N/A
Total value of contract	N/A		2024/25 £91,465 P/A	N/A	National system	Free of charge to NHS organisations		N/A
Notes - e.g. we are currently out to tender	Provided as part of an outsourced IT services		Recently Agreed 5 year Contract	Provided as part of an outsourced IT services	N/A	N/A		Provided as part of an outsourced IT services
If no system exists, what alternative do you use?	N/A		N/A		N/A	N/A	The Trust does not have a dedicated system specifically for "Finance BI and Analytics". The Trust's BI and analytics efforts are supported by our SQL based data warehouse and our reporting tools (Power BI, SSRS)	N/A