

Compliance Team – Health Records

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FOI REQUEST NUMBER 06 2015

Request:

1. Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.
2. E-commerce hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their clients. E-commerce hosting can also include electronic data interchange (EDI).
3. Exchange Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.
4. Web Hosting is the activity or business of providing storage space and access for websites.
5. VOIP Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service.
6. Contact Centre: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware, instead they can add software as needed and get deeper in their involvement as they grow.
7. Unified communications is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition with non-real-time communication services such as unified messaging.

Response:

Thank you for your recent request under the Freedom of Information Act.

Please find attached the information requested.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.

1. Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a	Not offered
2. E-commerce hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their	Not offered
3. Exchange Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider	Internal solution
4. Web Hosting is the activity or business of providing storage space and access for websites.	Yes - please see details below.
5. VOIP Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP	Internal - no contract
6. Contact Centre: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware, instead they can add software as needed and get deeper in their	Internal solution
7. Unified communications is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition with non-real-	Internal VOIP, external leased lines

	Contract 1	Contract 2
Type of External Hosting Contract: The types of hosting could include SaaS or Application, Ecommerce, Exchange,	Web Hosting	Unified Comms - please see attached worksheet
Supplier Name: Who is the contracted supplier for this external hosting?	Rackspace	See Above
Annual Average Spend: The annual average spend for this contract and please provide the average spend over	£9664.80+vat	See Above
Contract Duration: Please state the duration of the contract including any extensions.	1 year	See Above
Contract Expiry Date: When does this contract expire? DD/MM/YY	01/05/2015	See Above
Contract Review Date: When will the contract be reviewed? DD/MM/YY	01/04/2015	See Above
Contract Description: Please provide me with information of the services provided under this contract.	External Hosting for software team	See Above
Internal Contact: Can you please provide me with the contact details of the person responsible for this contract	Heather Hatch	See Above
	IT Account Manager	See Above
	01473 329543	See Above
	heather.hatch@nsft.nhs.uk	See Above

Supplier	Type	Contract Period	Cost	Contact	Notes
Virgin Media Payments Ltd	Telephony Rental	12/11/14 - 11/11/15	£15,202	Tom Bevan, Systems and Infrastructure Manager, 01473 329000, t.bevan@nsft.nhs.uk	
British Telecommunications Plc	Telephony Rental	01/04/14 - 31/03/15	£108,000	Tom Bevan, Systems and Infrastructure Manager, 01473 329000, t.bevan@nsft.nhs.uk	Charged monthly (estimated cost)
British Telecommunications Plc	Telephony Rental	01/04/14 - 31/03/15	£180,000	Tom Bevan, Systems and Infrastructure Manager, 01473 329000, t.bevan@nsft.nhs.uk	Charged monthly (estimated cost)
Cable and Wireless	Telephony Rental	01/04/14 - 31/03/15	£3,324	Tom Bevan, Systems and Infrastructure Manager, 01473 329000, t.bevan@nsft.nhs.uk	Charged quarterly
Eclipse Internet	Telephony Rental	01/04/14 - 31/03/15	£63,000	Tom Bevan, Systems and Infrastructure Manager, 01473 329000, t.bevan@nsft.nhs.uk	Charged monthly (estimated cost)