
Overview

Sector has been in business for 32 years contracting directly with NHS organisations. As a company we have grown technically with all major vendor operating systems and applications over this period, including Microsoft, VMware, Cisco, Oracle, HP and Opentext.

To ensure we deliver robust, reliable and consistent support to our customers, we follow the ITIL model of best-practice. We have a documented process, linking directly into problem management. Our Helpdesk Manager is responsible for ensuring that incidents are managed in line with the process and that problems are escalated to the senior technical team. The Helpdesk Manager retains end-to-end responsibility for all incidents to ensure satisfactory resolution.

Beyond the incident responses, we manage our customers' systems using formal change management, to minimise downtime and utilise routine monitoring processes to deliver capacity management as value-added services to our customers.

As experienced NHS providers data security and data integrity is at the heart of our provision. We are fully compliant and published for 24/25 with the NHS Data Security and Protection Toolkit. Our ODS code is RPGEL and can be used to confirm our status at www.dsptoolkit.co.uk. All staff completed the Data Security Awareness (NHSD), passing the associated tests. We have strict protocols for working with user data; any processing is undertaken in the trust's environments ensuring that we remain compliant with the Trust's data-processing standards. We never remove customer data from site.

All systems/services delivered by Sector have Cyber-Security built into their design and lifecycle management. New systems are built on the same customer-specific Gold-build OS templates ensuring consistency between servers and our on-boarding procedures ensure that cyber-security management processes, such as patch and security updates, are immediately integrated. Where systems are required to provide internet-facing services they are segregated from the production environment.

Sector manages every layer of IT service provision from hardware, LAN/WAN, virtual infrastructure, operating system and layered applications ensuring that cyber-security is not based on isolated systems but integral to every element of the service.

We work closely with our customers to analyse the impact of CareCerts from NHS-Digital and produce deployment and reconciliation plans where normal patching processes do not meet the requirements

We work in all aspects of the NHS including mental-health, acute hospital services, CCGs, GP and ICBs. We also contract within corporate and education markets enabling us to take best-practice models from all sectors. Our IT provision traverses all types of environments and enables us to bring this wealth of knowledge to all our customers as innovation, best-practice, improved service delivery and cost-savings. This breadth of skillsets makes us uniquely able to take a holistic approach to all aspects of our work particularly around problem management where we are able to bring skills even outside the core contractual offering to bear.

We offer a complete service provision which includes project management, systems design and specification, proof-of-concept, pilot deployments, production implementations, upgrades, patching, migrations and decommissioning. Our approach to building new systems or upgrading existing production servers is to build and test every process in a laboratory environment. Where live systems are being affected, we clone at a virtual machine level and isolate the environment to enable full process to be documented, tested and timed enabling our customers to produce full impact assessments on the production services and plan accordingly.

Sector manages our support operations in line with the principles set out in ISO27001. All our processes are developed and documented in a process specific PPG (Policy, Procedure, Guideline). The PPGs are entered into the

library once approved by a senior engineer and are available to all staff responsible for completing that procedure. PPGs may be specific to an organisation, product or both, and are reviewed at least annually, and during any upgrades or patches as part of the change-management process. The PPG library is secured so that only staff with the relevant skills to undertake the process can access them.

We take pride in delivering robust, flexible, scalable and cost-effective solutions at every layer of our provision. We are forward-thinking, adopting the latest, proven technologies; this coupled with our agile approach means we have the ability to react to our customers' needs.

Our range of skills already exceeds those required to deliver the future IT strategy set out in the tender – we understand IT strategies will adapt and develop and we welcome working with the Trust further advance IT strategy, leveraging our experience and knowledge to help the Trust develop.

Remote-support is a cost-effective way of delivering day-to-day services, however local, rapid on-site support remains essential to deliver on all aspects of our service – especially during time-critical situations when rapid response is vital.

Hybrid Infrastructure Management – Ongoing Support

At Sector IT, we deliver an ongoing hybrid infrastructure support service designed to maintain stability across the Trust's VMware, vSphere, Azure, AWS, Oracle and Linux environments. Our services cover the full lifecycle of hybrid workloads, from hypervisor-based virtual machines to cloud-native applications and specialist Linux services. We manage configuration tuning, platform updates, performance optimisation and application connectivity across private, public and hybrid cloud services. This ensures that both clinical and non-clinical systems operate reliably, with consistent oversight across all infrastructure layers.

We operate a disciplined and transparent incident management process aligned with NHS governance and operational needs. All incidents, whether originating from VMware clusters, Azure or AWS workloads, Oracle databases, or Linux-based services, are logged through our service desk and triaged based on clinical and operational impact. Our engineers investigate root causes across hybrid networks, cloud gateways, virtualisation layers and application components, ensuring incidents are resolved swiftly and safely. We work closely with Trust teams to ensure communication remains clear and escalation paths are followed appropriately.

Our reporting services provide NHS Trusts with clear visibility into the performance and health of their hybrid infrastructure estate. We produce regular reports on workload utilisation, capacity trends, incident history, security posture, and service availability across VMware, Azure, AWS, Oracle and Linux platforms. Alongside this, we perform proactive results analysis to identify early signs of instability such as resource bottlenecks, cloud connector issues, storage saturation, or application dependency failures. By addressing issues before they escalate, we help Trusts maintain predictable service delivery and protect critical clinical applications.

While many issues can be resolved remotely, we recognise that NHS Trusts sometimes require rapid on-site intervention. When physical equipment, network hardware, or data-centre infrastructure needs attention, we coordinate the dispatch of skilled service technicians to resolve issues directly at the Trust. This includes diagnosing host failures, replacing components, addressing environmental issues, or assisting with connectivity troubleshooting. All onsite work is delivered in line with NHS protocols, local change-control processes and clinical safety considerations.

Our ongoing support services can operate as a fully managed hybrid infrastructure solution or be tailored to complement local NHS IT teams. Some Trusts prefer a complete outsourced model, while others require targeted support for specific platforms such as VMware, Azure, AWS or Linux. We adjust our service to match local capabilities, resource levels and operational priorities, ensuring a collaborative and efficient support model. This flexibility allows Trusts to maintain a resilient, secure and high-performing hybrid environment that supports both daily operations and long-term digital strategy.

Features

- UK based Service Desk (9am – 5.30pm)
- On-premise or Cloud management services
- Remote support services via HSCN or VPN
- Enterprise solutions, scaled to your needs
- Implemented with Cyber-Security at its core
- New provisions, upgrades migrations for on-premise and cloud
- System and Service Monitoring using Cloud or on-premise solutions
- VMware, vSphere, Azure, Oracle, Linux
- Hybrid Workload placement and management

Benefits

- Over 30 years of NHS experience
- Working with NHS mental-health, acute hospital services, community services, GP and ICBs.
- Free up your own staff to undertake more strategic work
- Fully compliant and published for the NHS DSPT
- Partnership focus to help drive value from your Microsoft investment
- Workshops and visioning sessions to support knowledge sharing and understanding
- Reduce on-premise hardware investments and costs for backup storage
- Meet your cyber security requirements for DSPT
- Fully managed service and migrations