
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 Cloud - Microsoft Server, Application & Infrastructure Support - Managed Cloud

At Sector IT, we provide a fully managed Microsoft hybrid cloud service that supports NHS Trusts across on-premises, private cloud, public cloud and hybrid environments. Whether operating traditional Microsoft Server workloads, SQL databases, identity services, collaboration platforms or cloud-native applications, we ensure that each system is optimised, secure and available. Our service covers the entire lifecycle of Microsoft applications, ensuring consistent performance across data centres, Azure services and Microsoft 365 integrations. This allows Trusts to maintain stable, reliable access to the clinical and corporate applications they rely on every day.

We provide expert management of core Microsoft identity and access technologies, including Active Directory, Azure AD and Always-On VPN solutions, ensuring secure connectivity for users across clinical sites, remote locations and cloud platforms. By aligning identity services with NHS governance requirements, we ensure the right people have the right access under the right conditions. Our configuration of conditional access, MFA, Defender ATP and zero-trust principles ensures identity and device security remain consistent regardless of where services are hosted. This creates a unified hybrid environment where authentication, connectivity and compliance remain tightly controlled.

Our hybrid support service extends across mission-critical applications such as SQL Server, web services, SharePoint environments and Microsoft 365 workloads. We handle patching, performance optimisation, schema updates, integration dependencies and application-level monitoring, ensuring these platforms continue to operate with reliability and resilience. Whether a workload is hosted on local servers, within Azure, or delivered through Microsoft 365, we align configuration and performance management to NHS operational demands. This ensures clinical teams, administrative staff and analytical services all benefit from uninterrupted access to the systems that support patient care and organisational efficiency.

Hybrid cloud success relies on strong, well-engineered integration between on-premises Microsoft environments and Azure services. We design and manage hybrid configurations that support identity federation, SQL replication, application hosting, SharePoint hybrid models, cloud-based analytics and secure communication across all platforms. This includes managing Azure networking components, VPNs, ExpressRoute links, application gateways and load-balancing designs. By ensuring that connectivity between local Microsoft infrastructure and Azure is seamless, secure and resilient, we provide a stable foundation for future cloud expansion and modernisation.

To help Trusts unlock more value from their hybrid environments, we support the design, governance and performance management of analytics services such as Power BI and Azure-based reporting platforms. We ensure that data flows securely from on-premises SQL databases into cloud analytics models, supporting real-time operational dashboards, performance metrics and NHS digital reporting. By managing both the infrastructure and the application layer, we ensure analytics services remain fast, reliable and compliant with information governance standards, enabling Trusts to make informed decisions grounded in accurate, timely data.

Our hybrid Microsoft infrastructure service can operate as a fully managed solution or be tailored to complement local IT teams. Whether a Trust needs full oversight of Microsoft Server estates, SQL administration, SharePoint management, M365 tenant governance or Azure cloud hosting, we adapt our service to fit the organisation's digital strategy, operational capacity and support requirements. This flexibility ensures that hybrid Microsoft environments remain secure, cost-effective and capable of supporting NHS clinical and corporate services well into the future.

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
- Microsoft Server, SQL, Always-on-VPN, Active Directory, Web Services, SharePoint, Microsoft 365, Azure, PowerBI, ATP

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 sprawl: Upgrade, consolidate and reconcile existing systems