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 with 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 – Migration Planning

At Sector IT, we begin our hybrid infrastructure migration planning with a detailed capability analysis across all relevant platforms, including VMware, vSphere, Azure, Oracle Cloud and Linux-based services. We assess the Trust's current infrastructure performance, workload distribution, interoperability, licensing position and cloud readiness. This analysis provides a clear understanding of which systems are suitable for migration, which require modernisation, and which should remain on-premises. By reviewing storage capacity, virtualisation efficiency, security posture and operational dependencies, we ensure the Trust has a realistic, well-informed view of its ability to adopt or expand hybrid cloud services safely.

We focus on creating a structured, coherent design that binds together VMware, vSphere, Azure, Oracle and Linux technologies into a unified hybrid model. We map how compute, storage, identity, networking and security functions interact across these platforms, ensuring that application workloads can be hosted, scaled and managed consistently wherever they reside. The resulting architecture reflects NHS operational needs, governance standards and clinical service priorities. By defining a clear architectural blueprint, we support Trusts in moving from fragmented infrastructure towards a resilient and strategically aligned hybrid environment.

To enable safe and predictable migration, we perform a cloud gap assessment to identify the differences between the Trust's current state and its desired hybrid cloud outcome. This includes analysing configuration gaps, unsupported legacy applications, network limitations, security weaknesses, and technology incompatibilities across VMware, Linux, Azure and Oracle platforms. We determine where changes are required such as updating hypervisor versions, improving connectivity, refining identity integration, or redesigning application hosting patterns. By clearly identifying these gaps, we ensure the Trust can plan a migration that is technically feasible, compliant and aligned to future digital ambitions.

With a thorough understanding of capability and gaps, we provide an analysis of architectural options tailored to the Trust's strategic goals. This includes evaluating on-premises VMware retention, cloud-first strategies using Azure, AWS or Oracle, and blended hybrid approaches that distribute workloads based on performance, cost, resilience and clinical importance. We assess each architectural option for its operational impact, governance fit, security implications and long-term sustainability. By presenting Trusts with clear, evidence-based choices, we enable informed decision-making that supports stable and scalable hybrid cloud adoption.

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