
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 Data Migration - Cloud Migration Planning

At Sector IT, we begin every cloud data migration project with a structured capability analysis that evaluates the Trust's current digital maturity, infrastructure capacity, and operational readiness. We assess existing storage platforms, data workflows, integration points, security models, and connectivity routes both on-premises and cloud-based to identify strengths and constraints. By understanding how data is accessed across clinical and corporate environments, we ensure that the Trust's capabilities support a safe, efficient, and scalable transition to cloud data storage services.

We focus on creating a clear, robust foundation for cloud adoption. We map how data moves between systems, users, sites, and cloud platforms to develop a cohesive architecture across on-premises, private cloud, and public cloud environments. This includes designing how identity, storage, networking, application services, and security controls align within a hybrid model. By embedding NHS governance, resilience requirements, and clinical workflow considerations into the design, we ensure the resulting architecture supports both operational continuity and long-term digital transformation.

We carry out a detailed cloud gap assessment to compare the Trust's current state with its intended cloud storage destination. This includes reviewing data structures, integration dependencies, interoperability constraints, network performance, security posture, and application cloud-readiness. The assessment highlights any gaps that must be addressed such as outdated data repositories, legacy systems, governance inconsistencies, or missing cloud-native features. This process provides a clear understanding of what must change, what can be optimised, and where the Trust can immediately benefit from hybrid cloud capabilities.

To support informed decision-making, we provide a structured analysis of architecture options tailored to the Trust's operational needs. We explore multiple migration options, including cloud-first, staged hybrid approaches, or split workloads based on clinical priorities, security requirements, and system dependencies. Each option is evaluated for its performance, resilience, cost, risk, and alignment with NHS digital and cloud strategies. This ensures the Trust can choose a design pathway that balances innovation with continuity, while maintaining robust governance and patient data protection.

We translate the chosen architecture into a clear and practical delivery roadmap that guides the Trust through its cloud migration projects. This roadmap outlines sequencing, milestones, risk controls, testing phases, dependency management, and timelines aligned with NHS operational factors. We work closely with clinical and digital teams to ensure migration activity does not disrupt patient services or critical systems. The result is a structured, achievable plan that supports a smooth transition, future growth, and ongoing optimisation of hybrid cloud environments.

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
- Micro Focus OES, ZCM, Vibe, Filr, IDM
- Preserve existing configuration and security models
- Translate Novell/Micro Focus/Open text ACLs into equivalent Microsoft Models

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