
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 - Managed Cloud

At Sector IT, we provide a fully managed hybrid infrastructure service that supports NHS Trusts across a diverse set of cloud and on-premises technologies. Whether an organisation relies on VMware and vSphere for local cloud, Azure or Oracle Cloud for hosted workloads, or Linux platforms for specialist applications, we ensure that the entire environment operates seamlessly. Our approach ensures that hybrid infrastructures remain stable, secure, and integrated, enabling Trusts to run critical clinical and administrative services across private, public, and hybrid cloud models without disruption.

Application management sits at the heart of our hybrid infrastructure services. We support the full lifecycle of applications operating across VMware clusters, Linux servers, Azure workloads, and Oracle-hosted systems, ensuring they are correctly deployed, updated, secured, and monitored. This includes managing application dependencies, ensuring consistency between on-premises and cloud versions, and maintaining performance across all connected environments. By providing centralised oversight, we ensure applications remain available and responsive regardless of where they are hosted critical for NHS services that depend on reliable access to clinical, imaging, productivity, and back-office tools.

Reliable connectivity between infrastructure platforms is essential for hybrid cloud success. We design, configure and manage resilient networking paths that link vSphere environments to Azure and Oracle Cloud services, ensuring data and applications can move safely and efficiently between them. This includes cloud VPNs, ExpressRoute circuits, secure peering configurations, and application-level connectivity supported by Linux-based services. Our connectivity frameworks ensure that hybrid services behave as a unified ecosystem, giving NHS staff seamless access to the systems they rely on, irrespective of where the workload resides.

We manage the health, performance and operational efficiency of hybrid cloud infrastructures by continuously monitoring resource usage, virtual machine performance, storage behaviour, and network flows across all platforms. Whether the issue originates in a vSphere cluster, a Linux service, a cloud-hosted application or a hybrid integration point, we identify and resolve performance concerns quickly. Our proactive management approach ensures that NHS Trusts can maintain stable capacity for clinical applications, reduce downtime, and support future workload expansion.

Our hybrid infrastructure service can be delivered as a full end-to-end managed solution or tailored to complement NHS technical teams. Whether Trusts require comprehensive management of VMware estates, Azure or Oracle Cloud platforms, or specialist support for Linux applications, we adapt our service to match local capability and operational priorities. By combining flexible service design with deep technical expertise, we help NHS organisations maintain a resilient hybrid infrastructure that supports safe patient care, digital innovation and long-term cloud 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