
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 – Ongoing Support

At Sector IT, we deliver comprehensive ongoing support for hybrid Microsoft environments spanning on-premises servers, cloud applications and hosted workloads. Our product support capabilities cover the full breadth of Microsoft Server, SQL, Web Services, SharePoint, Azure and Microsoft 365, ensuring each platform operates securely and efficiently. We maintain identity services such as Active Directory and Azure AD, manage remote access solutions including Always-On VPN, and support analytics platforms like Power BI and Defender ATP. By providing consistent, expert support across all layers of the Microsoft ecosystem, we ensure NHS Trusts benefit from stable, integrated and clinically dependable hybrid cloud services.

We manage incidents through a disciplined service-desk process tailored to NHS expectations for clinical continuity and transparent communication. All incidents whether affecting SQL performance, Azure connectivity, M365 tenant behaviour, Active Directory replication, Always-On VPN availability, or SharePoint functionality are logged, categorised and triaged immediately. Our engineers investigate issues across the hybrid stack, working through dependencies between cloud services, on-premises systems and web applications to resolve root causes quickly. We collaborate closely with Trust digital teams to ensure correct escalation, maintain situational awareness and keep clinical disruption to an absolute minimum.

Our reporting services give NHS Trusts clear visibility into the performance, availability and security of their hybrid Microsoft environments. We provide regular insight into Microsoft 365 trends, SQL workloads, Active Directory health, Azure resource utilisation, SharePoint usage, web service performance and Always-On VPN reliability. Beyond routine reporting, we conduct proactive results analysis to highlight early signs of emerging issues such as capacity constraints, authentication anomalies, failed updates, integration bottlenecks or security warnings from Defender ATP. This enables Trusts to address risks before they impact service delivery, ensuring systems remain reliable and ready to support clinical workflows.

While much of our hybrid Microsoft support can be delivered remotely, we recognise that NHS Trusts often require timely on-site intervention. When issues arise that require physical diagnosis—such as server faults, network-edge failures, domain controller issues, backup infrastructure problems or hardware affecting hybrid connectivity we coordinate the dispatch of qualified service technicians. All on-site activity aligns with local Trust processes, change-control requirements and clinical safety considerations. This ensures rapid, safe and effective resolution of infrastructure issues that cannot be addressed remotely.

Our ongoing support service can operate as a complete managed solution or be tailored to complement existing NHS IT teams. Some Trusts choose full outsourcing of hybrid Microsoft infrastructure support, while others rely on us for escalation expertise, specific platform support (such as SQL, Azure or M365), or shared responsibility models. We adapt our service to local capability, resources and strategic priorities, ensuring the Trust receives the right blend of

assistance and autonomy. This flexibility ensures hybrid Microsoft services remain secure, efficient and fully aligned to clinical and organisational needs.

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