

**Wrightington, Wigan and
Leigh Teaching Hospitals**
NHS Foundation Trust

Information Governance Department

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WN1 1XX

Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI/2025/10596

Date Received: 18th March 2025

Response Due: 15th April 2025

Date: 21st May 2025

Dear Sir/Madam

With reference to your request for information received on 18th March 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I wish to submit a request to the organisation around their hosting contract(s) with 3rd party providers.

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

The type of contract I wish to see is below:

- 1. Dedicated hosting- Managed environment**
- 2. Co-Location- hosting allows a business to still own their own server equipment; however, instead of storing it in their own data centre, they instead are able to store it in rented space in a colocation hosting centre.**
- 3. Cloud Hosting- [Cloud hosting services](#) provide hosting for websites on virtual servers, which pull their computing resources from extensive underlying networks of physical web servers.**

Not all of these will be applicable to the organisation.

For the different types of hosting services, can you provide me with the following information:

- 1. Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?**

Cube Creative = Cloud.

IAPTUS Digital Record System = Cloud.

Hornbill = Cloud.
Snowflake = Cloud.
Office 365 = Cloud.
Fertility Fusion = Cloud hosting and cloud support.

2. Who is the supplier of the contract? If possible, can you also provide me with the name of the vendor, if applicable?

Cube Creative = Cube Creative Ltd.
IAPTUS Digital Record System = Mayden.
Hornbill = The reseller is CDW.
Snowflake = Interworks.
Office 365 = Insight.
Fertility Fusion = Aimes Management Services Ltd.

3. What is the annual contract value for each contract?

Cube Creative = £8,767.50.
IAPTUS Digital Record System = £22,867.
Hornbill = £51,193.
Snowflake = £57,600.
Office 365 = £980,457.
Fertility Fusion = £7,164.

4. What type of cloud environment?

- **Private Cloud-** a distinct and secure cloud based environment in which only the specified client can operate.
- **Public Cloud** - where cloud services are provided in a virtualized environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.
- **Hybrid-** integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.

Cube Creative = Private Cloud.
IAPTUS Digital Record System = Private Cloud.
Hornbill = Hybrid Cloud.
Snowflake = Private Cloud.
Office 365 = Private Cloud.
Fertility Fusion = Private Cloud.

5. What is the original start date of the contract agreement? If there are more than one contract please provide me with the start date for each contract.

Cube Creative = June 2022.
IAPTUS Digital Record System = April 2022.
Hornbill = April 2018.
Snowflake = July 2021.
Office 365 = July 2021.
Fertility Fusion = September 2021.

6. What is the actual expiry date of the contract agreement? If there are more than one contract please provide me with the expiry date for each contract.

Cube Creative = the term of the contract is 1 year from the commencement date, with yearly options to extend up until 31/05/2027.
IAPTUS Digital Record System = April 2024.
Hornbill = December 2026.
Snowflake = July 2025.
Office 365 = June 2025.

Fertility Fusion = August 2025.

7. When will the organisation plan to review this contract? If there are more than one contract please provide me with the review date for each contract.

Cube Creative = March 2027.

IAPTUS Digital Record System = the contract is in the process of a renewal for a further 12 months until April 2026.

Hornbill = June 2025.

Snowflake = April 2025.

Office 365 = July 2025.

Fertility Fusion = July 2025.

8. What is the contract period in years? Please include whether the agreement has any extension periods?

Cube Creative = yes, yearly option to extend up until May 2027.

IAPTUS Digital Record System = the contract was renewed in April 2024 and is being renewed for another 12 months in April 2025.

Hornbill = Renewed in 2023 for 3 years.

Snowflake = 1 year.

Office 365 = 3 years.

Fertility Fusion = 3+1-year extension.

9. What services are provided under the contract? Please do not put hosting information such as web hosting, file storage, hosted application. The more information the better.

Cube Creative = hosting and maintenance of the website and intranet.

IAPTUS Digital Record System = storage and management of confidential staff information, process management of stages of service delivery, activity and performance monitoring, supervision data, and clinical note storage and management.

Hornbill = IT Service Management tool.

Snowflake = Hosting.

Office 365 = Licenses and email.

Fertility Fusion = Cloud Hosting and cloud support.

10. Can you please provide me with the contract officer responsible for this contract? Complete contact details if possible name, title, contact email and number.

Cube Creative = We are unable to release the names of staff that are NOT in a public facing role and are below AfC Band 8a.

IAPTUS Digital Record System = Rachael Gleave, Associate Director of Employee Experience and Wellbeing.

Hornbill = Dan Buckingham, IT Support Service Manager.

Snowflake = Robbie Evason, Head of Data Technologies.

Office 365 = Catherine Baker, IT Services Manager.

Fertility Fusion = Steve Hilton, Business Analyst.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Garry Harris', with a long horizontal flourish extending to the right.

Garry Harris
Deputy Director Digital & Chief Technology Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wroughtington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111