



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)

Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2024/9534

Date Received: 16<sup>th</sup> January 2024

Response Due: 13<sup>th</sup> February 2024

Date: 12<sup>th</sup> February 2024

Dear Sir/Madam

With reference to your request for information received on 16<sup>th</sup> January 2024, 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:

**Which Helpdesk tool does the IT department use for managing tickets?**

Hornbill

**When was the tool purchased?**

2019

**When is the existing contract due to end?**

2026

**When does the trust intend to review the solution with a view to potential replacement?**

No review scheduled.

**Can you please let me know who is responsible for this solution?**

IT Service Support Manager

**Cost**

£171,000 (multiyear)

**Which software does the IT department use for performance monitoring of servers and infrastructure?**

Solarwinds

**When was the tool purchased?**

Circa 2019

**When is the existing contract due to end?**

2025

**When does the trust intend to review the solution with a view to potential replacement?**

No review scheduled.

**Can you please let me know who is responsible for this solution?**

IT Service Delivery Manager

**Cost**

£28,000 (annual)

**Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?**

Tanium

**When was the tool purchased?**

2022

**When is the existing contract due to end?**

2025

**When does the trust intend to review the solution with a view to potential replacement?**

No review scheduled.

**Can you please let me know who is responsible for this solution?**

IT Service Delivery Manager

**Cost**

£358,000

**Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?**

Sophos Central

**When was the tool purchased?**

2019

**When is the existing contract due to end?**

2024

**When does the trust intend to review the solution with a view to potential replacement?**

2024

**Can you please let me know who is responsible for this solution?**

IT Service Delivery Manager

**Cost**

MDM part of Sophos Central

**Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?**

WSUS

**When was the tool purchased?**

N/A

**When is the existing contract due to end?**

N/A

**When does the trust intend to review the solution with a view to potential replacement?**

2024/25

**Can you please let me know who is responsible for this solution?**

IT Service Delivery Manager

**Cost**

£0

**Does the Trust have any solution in place to help with the management of power usage within the PC estate?**

No

**Which tool is in use?**

N/A

**When was the tool purchased?**

N/A

**When is the existing contract due to end?**

N/A

**When does the trust intend to review the solution with a view to potential replacement?**

N/A

**Can you please let me know who is responsible for this solution?**

N/A

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,



Malcolm Gandy  
Chief Information 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, Wrightington, 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