

Our ref: FOI ID 4390

January 2015

Address southseftonccg.foi@nhs.net

NHS South Sefton CCG

Merton House
Stanley Road
Bootle
Merseyside
L20 3DL

Tel: 0151 247 7000

Re: Freedom of Information Request

Request/[Response](#):

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific external/3rd party hosting contract which may include:

1. **Software as a Service (SaaS)** is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.
2. **E-commerce** hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their clients. E-commerce hosting can also include electronic data interchange (EDI).
3. **Exchange** Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.
4. **Web** Hosting is the activity or business of providing storage space and access for websites.
5. **VOIP** Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service.
6. **Contact Centre**: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware, instead they can add software as needed and get deeper in their involvement as they grow.

7. **Unified communications** is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition with non-real-time communication services such as unified messaging.

Please can you see the attached file and fill the information into the space provided (Contract1-8). If none of the contract above apply to the organisation please can you state the reasons why. If however the services I have requested are hosted internally please can you state this within the response as well as providing me information on the annual average spend and the internal contact for that particular type of hosting.

NHS South Sefton CCG commissions their IT services from Informatics Merseyside who are hosted by Mersey Care NHS Trust. Please redirect your request via the following link: freedomofinformation@merseycare.nhs.uk