



Freedom of Information Request FOI 19 103

IT service management and desktops ITAM trends

Query and response:

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

In House designed job administration database using Domino Notes.

Who is your current vendor?

Intec Systems Ltd

When does the contract with your current service desk provider end?

Renewal date 30/04/2021

How much does your current ITSM service desk tool cost annually?

Approximately £8400

When will you be looking to review your current service desk tool?

Looking to review in the next five years.

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

In House designed Job Administration database using Domino Notes.

Who is your current vendor?

Intec Systems Ltd

When does the contract with your current desktop provider end?

Renewal date 30/04/2021

How much does your current ITAM desktop tool cost annually?

Approximately £8400

When will you be looking to review your current desktop tool?

Looking to review in the next five years.

Who is your primary IT company contact?

Stone Computers Ltd