Lothian NHS Board

NHS Lothian Headquarters
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG
www.nhslothian.scot

Date 2 November 2026
Your Ref
Our Ref 11986

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – IT PROVIDERS

I write in response to your request for information in relation to IT providers.

Question:

- Please could you provide the following information for each of your current technology providers:
  1. Current Provider
  2. Contract End Date
  3. Estimated Annual Spend - Wide Area Network Connectivity - Dark Fibre Services - Ethernet (Point to point) Connectivity - Broadband/FTTP/SOGEA services - Point-to-Cloud/Internet access services - WAN Professional Services - Local Area Network Connectivity - Wireless Local Area Network Connectivity - LAN/WLAN Managed Services - LAN/WLAN Maintenance Services - LAN/WLAN Professional Services - Data Centre Networking - Compute/Storage/Virtualisation Technology - Data Centre Managed Services - Data Centre Maintenance Services - Data Centre Professional Services - Cloud Solutions - Private Cloud - Public Cloud - Co-Location or Hosted Services - Unified Communications - Contact Centre - SIP Telephony - Telephony/Contact centre Managed Services - Telephony/Contact centre Maintained Services - Telephony/Contact centre Professional Services - Mobile Voice and Data Services - Mobile Devices (handsets and tablets) - Data only SIM or machine to machine/IoT - Mobility Managed Services - MDM Services - UEM services

Answer:

Please see enclosed spreadsheet.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the

Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: https://org.nhslothian.scot/FOI/Pages/default.aspx

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive
Enc.

	Current Provider	Contract End Date	Estimated Annual Spend	
WAN Connectivity	SWAN 2			
Dark Fibre Services	None			
Ethernet (Point to Point) Connectivity	SWAN 2		216k	
Broadband/FTTP/SOGEA Services	SWAN 2			
Point to Cloud/Internet Access Services	SWAN 2			
WAN Professional Services	None			
Local Area Network Connectivity	None			
Wireless Local Area Network Connectivity	None			
LAN/WLAN Managed Services	None			
LAN/WLAN Maintenance Services	Virgin Media	2027		
LAN/WLAN Professional Services	None			
Data Centre Networking	None			
Computer/Storage/Virtualisation Technology	N/A	Link2 Framework		
Data Centre Managed Services	None			
Data Centre Maintenance Services	None			
Data Centre Professional Services	None			
Cloud Solutions	N/A	NHS Scotland Contract		
Private Cloud	None			
Public Cloud	N/A	NHS Scotland Contract		
Co-Location or Hosted Services	None			
Unified Communications/SIP Telephony	BT (One Cloud Cisco via SWAN Value Added Service (VAS))	End date linked to National SWAN2 contract	£1,251,576.96	
Contact Centre	BT (Cisco Webex Contact Centre via SWAN VAS)	End date linked to National SWAN2 contract	£293,147.28	SWAN2 Contract exit date: 31 March 2035, in accordance with the national SWAN Framework Agreement managed exit provisions permitting the continuation of any VAS services under existing call-off arrangements until that date.
Telephony/Contact Centre Managed Services				
Telephony/Contact Centre Maintained Services	BT (One Cloud Cisco via SWAN VAS)	End date linked to National SWAN2 contract	Included within OCC Service Cost	
Telephony/Contact Centre Professional Services	BT (Cisco Webex Contact Centre via SWAN VAS)	End date linked to National SWAN2 contract	Included within contracted service charges	
Mobile Voice & Data Services	All mobile services and products are provided through EE under the national NHS Scotland Mobile Voice and Data Services Framework, which runs from 15 April 2023 to 14 April 2027. NHS Lothian does not hold the requested national procurement, contract award or framework management information. The framework is administered centrally by Public Services Delivery Scotland (PSDS), and NHS Lothian is not the contracting authority.			
Mobile Devices (handsets & tablets)				
Data Only Sim or machine to machine/Iot				
Mobility Managed Services	N/A			
MDM Services	N/A	NHS Scotland Contract		
UEM Services	N/A	NHS Scotland Contract		