

Ref: FOI 1168 End User Compute Estate and Suppliers

I am submitting a request under the Freedom of Information Act 2000.

Please find the answers to your queries below:

Please could you provide the following information regarding your End User Compute (EUC) environment:

1. EUC Estate

*** Total number of end user devices, broken down by type (e.g. laptops, desktops, tablets):**

The current total number of active devices are:

792 Windows laptops

39 Windows desktops

34 Android tablets, 3 Windows tablets

347 Android mobile phones

*** Approximate number of users supported:**

850

2. Route to Market

*** The procurement route(s) used for EUC hardware and associated services (e.g. CCS frameworks, direct award, resellers):**

The route to market is evaluated at the time of each procurement of EUC. Most recently:

Laptops/desktops: Have been purchased through a mixture of direct award following price comparison desktop exercises, and a Health Trust Europe LLP framework call-off with Dell Corporate Limited.

Smartphones/tablets: Awarded as direct award following price comparison desktop exercises.

*** Framework names and reference numbers where applicable:**

Framework Agreement for Enterprise Solutions for End-to-End ICT Original Equipment Manufacturer (OEM) Hardware and Software (ESEE ICT) (reference number: 2024/S 000-011625) dated 15th July 2024.

*** Contract start and expiry dates:**

6 February 2026 – 5 February 2030.

3. Vendors and Partners

*** Primary device manufacturer(s):**

Laptop/desktops: Dell

Tablets/smartphones: Samsung

*** Reseller(s) or commercial partner(s) used:**

Dell devices are generally bought directly from Dell.

Other EUC devices are generally bought from one of the following, based on price comparison through desktop exercises: Softcat Plc, Advania UK (CCS) Ltd, BT Business Direct, and Sumillion Limited.

*** Any managed service provider(s) supporting EUC delivery:**

None.

4. Device Strategy (if available)

*** Typical device refresh cycle:**

Due to budgetary constraints, actual lifecycles have exceeded those planned over the last circa 5-years. Below are the planned lifecycles (higher-risk lifecycle is the expected current target lifecycle).

Laptops were largely purchased in 2018 and 2019 so 7-8 years old at this time, with an active replacement programme underway.

Smartphones are currently Android devices and were largely purchased in 2023 and 2024 so 2-3 years old at this time. These are expected to be replaced as Android versions reach the end of security support (usually circa 3-4 years from release).

Client Hardware	Planned lifetime (years)	Higher risk planned lifetime (years)
Laptop - Standard	3.5	5
Laptop - Convertible	3	5
Laptop - Large	3.5	5
Laptop - High spec	3.5	5
Tablet PC	3	3
Desktop PC	4	6
Thin Client PC	5	7
Smartphone - Standard	3	4
Smartphone - iPhone	2.5	2.5
Tablet (Android)	3	4

*** Whether devices are procured outright, leased, or via Device-as-a-Service (DaaS):**

Procured outright