

Ref: FOI/GS/ID 8159

Please reply to:
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Trust Management
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the IT Service management (ITSM) platform.

You asked:

- 1. What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.*
- 2. When is your current ITSM platform contract due for renewal? Please provide month/year.*
- 3. Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?*
- 4. How many user licences do you have for your ITSM platform?*

Trust response:

1. Freshworks
2. 30/11/2023 - currently annual rolling
3. Freshworks Inc, <https://www.freshworks.com/>
4. Licensed for 110 agents and 11000 assets