
INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

Information released title	External/3rd party hosting contracts
Original request	<p>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.</p> <p>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).</p> <p>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.</p> <p>4. Web Hosting is the activity or business of providing storage space and access for websites.</p> <p>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.</p> <p>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.</p> <p>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</p>

	<p>messaging.</p> <p>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 request is 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.</p>
Date of release	31/07/2014
Requester type	Individual

Information released:

Government Vertical	Contract Status	Email	Organisation Name	Type of Hosting	Supplier Name	Annual Spend	Average Contract Duration	Expiry Date	Review Date	Contract Description
Central Government		info@ukces.org.uk	UK Commission for Employment and Skills	Software as a Service (SaaS)	LogMeIn	£1,170	12 Months	Oct-14	Oct-14	Remote assistance software for IT to aid remote workers. Also pushes out Windows updates and sends alerts of programs installed. Provides inventory and asset management of all devices
					Cisco WebEx	£20,437.25	Rolling contact	N/A	Aug-14	Online meeting tool to allow collaboration, audio and video calls, document sharing, IM and meeting recording.
					Airwatch	£4,050.00	24 Months	Jun-16	May-16	Mobile device management suite to ensure user's end devices meet specific compliance rules and allows remote wipe if lost / stolen
				E-commerce hosting	N/A	N/A	N/A	N/A	N/A	N/A
				Exchange	In house	N/A	N/A	N/A	N/A	N/A
				Web Hosting	GOV.UK	N/A	N/A	N/A	N/A	Hosting of web content relating to UKCES on .GOV.UK platform. No contract is held as this work forms part of a government initiative for central Government organisations and Non-Departmental Public Bodies to have their web content incorporated into the GOV.UK site
					Knowledge IT	£10,411	12 Months	Nov-14	Aug-14	Hosting of several microsites
				VoIP hosting	In house	N/A	N/A	N/A	N/A	N/A
				Contact Centre	N/A	N/A	N/A	N/A	N/A	N/A
				Unified communications	In house	N/A	N/A	N/A	N/A	N/A
				Software as a Service (SaaS)	Zendesk	£900	Rolling contact	N/A	Jan-15	Online IT support ticketing system
				Software as a Service (SaaS)	Perfect Image	15,000	12 Months	Apr-16	Jan-16	Microsoft Dyanmics CRM service on our own servers
				Software as a Service (SaaS)	Box.net	£1,200	Rolling contact	Apr-16	Apr-15	System for external collaboration on files

Full Name	Job Title	Contact Number	Direct Email Address
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Rows L2 - 014 (Information requested in relation to full name, job title, contact number and direct email address):

I can confirm that the UK Commission for Employment and Skills does hold this information however it is exempt from releasing it under the Act due to Exemption 40(2) being engaged.

Exemption 40(2): Information is exempt information if disclosure would breach one of the data protection principles.

The reason that this exemption is engaged is due to this information consisting of personal information. Release to the general public would be likely to breach one of the Data Protection Act principles. Our organisation does not publish/release personal information of staff other than the Executive Leadership Team – which details can be found on our website: www.gov.uk/ukces.

If you would like to find out more about working with the UK Commission for Employment and Skills, please visit: <https://www.gov.uk/government/organisations/uk-commission-for-employment-and-skills/about/procurement>.