



REQUEST 17404

Please answer the following questions

1. Total number of desktops in your estate (ie. PCs, laptops & tablets)
2. Who currently supplies the above (name of the incumbent)?
3. Do you take out any form of warranty other than that provided by the manufacturer within the initial cost?
4. Does your supplier include additional services beyond Q3 above such as technical support, maintenance, asset registration, imaging and disposal of existing device?
5. Who is your preferred manufacturer?
6. What is your current buying / refresh cycle?
7. Is this supplied under contract? If yes, when does the contract end?
8. How do you procure these devices through a framework? if yes, which one used (ie. SBS / CCS / NDNA)
9. What steps have you taken to tackle security risks in advance of 14th Oct 2025 when updates will no longer be available on Windows 10?
10. How do you access your applications (Citrix, VMWare, Microsoft 365, Cloud or Fat Client environment)?
11. Are you looking to move from On-Premises to Cloud?
12. Name of person responsible for purchasing IT equipment?

RESPONSE

1. 3839.
2. Agilisys (Our IT Managed Service Provider).
3. 3 years at the time of purchase.
4. Yes, a fully managed service from Agilisys.
5. Agilisys undertake procurement exercises as part of the contract.
6. We are currently undertaking an upgrade to Windows 11 refreshing to laptops mainly and repurposing where possible. We anticipate this to be a 4 yearly cycle.
7. Yes, Jan 2033.
8. Through our MSP Agilisys.
9. We will shortly complete a council-wide migration to Windows 11 ahead of this.
10. Office 365, mix of VmWare and App packaging.
11. Moving to the cloud currently and have some CoLo presence too.
12. James Winterbottom.