



North Tyneside Council

Reference: RFI 1710033

**Request:**

I am currently doing some research into IT Service Management trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?  
FrontRange IT Service Management
2. When does the contract with your current service desk provider end?  
30<sup>th</sup> November 2018.
3. How much does your current ITSM service desk tool cost annually?  
£13,170.82
4. When will you be looking to review your current service desk tool?  
In the next 12 months.

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