

Reference Number: FOIAH2324/027
From: Private Individual
Date: 17 April 2023
Subject: Contracts regarding the Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support

This request is a follow up to FOI202223/350

- Q1 Please share the contract description for Teknicor
- A1 Teknicor provide a 24x7x365 Managed MEDITECH (EPR) Infrastructure and managed Disaster Recovery Services. Teknicor manage, monitor, and administer our MEDITECH infrastructure including storage, fabric, compute infrastructure, and virtual environment as well as the replication of MEDITECH data to the designated DR site.
- Q2 Please provide the number of physical and virtual servers separately for each contract
- A2 We currently have 12 Physical Host Servers servicing 113 Virtual Servers on our Meditech environment, which fall under the Teknicor managed service contract.