

**Reference Number:** FOIAH2324/235  
**From:** Commercial  
**Date:** 31 July 2023  
**Subject:** ITSM solutions utilised within your organisation since 2010

**Q1** Please list the last two ITSM solutions utilised within your organisation since 2010 (not including the currently utilised solution)?  
o Examples include ServiceNow, BMC, Ivanti, Marval, HPOV, Hornbill, Freshservice etc  
o If the currently utilised solution has been in situ for this time, please state that.

**A1** Only one has been used, House on The Hill

**Q2** Between what years were these in usage?

**A2** Until 2019

**Q3** What were the principal drivers behind the decision to change?

**A3** Support provided by iMerseyside

<b>Solution name</b>	<b>Years in use – from</b>	<b>Years in use - to</b>	<b>Principal drivers for change</b>
Sostenuto	Sep 2020	Currently in use	Better service levels