Trusted Support for NHS Technology

How Our 24/7 Support Desk Ensures Confidence and Continuity for NHS Organisations

We Are Trusted Technology Partnership

A 100% employee-owned company based in Ringwood, Hampshire, committed to supporting healthcare organisations overcome technology challenges with reliability and trusted expertise. Since 1996, we've partnered with NHS organisations and technology providers to deliver support desk solutions that keep critical systems running smoothly.

What Makes Us Different

▶▶ Decades of experience delivering IT support desk solutions for NHS organisations.

▶▶ As an employee-owned business, every team member is committed to building long-term partnerships based on trust and results.

▶▶ A proven track record in delivering high-quality IT support and incident management for NHS primary care and GP systems.

▶▶ ITIL-aligned processes and ISO 9001, 14001 & 27001 accreditations ensure consistency, environmental responsibility and data security.

▶▶ 24/7 availability, multi-channel access, and rapid first-time fixes keep healthcare IT systems running efficiently.

▶▶ Experienced in handling multi-platform support requests for complex clinical IT stacks.

REGISTERED ISOQAR
UKAS MANAGEMENT SYSTEMS
0026

Certificate Number 6172
ISO 9001
ISO 14001
ISO 27001

Crown Commercial Service
Supplier

ITIL®

HSCN HEALTH & SOCIAL CARE NETWORK COMPLIANT

CYBER ESSENTIALS
CERTIFIED PLUS

The Challenge: Meeting Growing IT Demands in a Digital NHS

NHS Integrated Care Boards (ICBs) operate in fast-paced primary care environments where flexibility and responsiveness are critical. They must adapt to evolving NHS operational demands while ensuring systems are restored quickly to safeguard patient care.

As healthcare delivery becomes increasingly reliant on complex digital platforms, dependable IT support is essential, not only for resolving issues but also for proactive patching, ongoing maintenance, and seamless collaboration with other NHS support desks. This ensures systems remain secure, resilient, and fully operational.

The Solution: Delivering Scalable, Accredited IT Support

Trusted Technology Partnership delivers a fully managed support desk aligned with ITIL best practices and tailored for NHS IT. Our solution provides 24/7 availability and multi-channel access, ensuring clinical teams receive support in the way that suits them best.
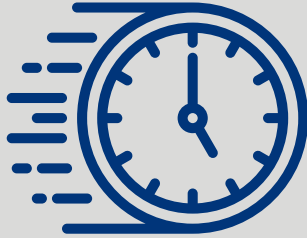
Beyond ticket resolution, we manage patching and maintenance, collaborating with other NHS support desks for a unified approach. Focused on efficiency, we deliver first-time fixes and rapid resolutions to minimise downtime and enhance user experience.

All processes meet ISO 9001, 14001, and 27001 standards, and we complete the NHS Data Security & Protection Toolkit annually, consistently exceeding standards, while holding Cyber Essentials Plus certification for robust security and compliance.

To meet ICB needs, we integrate seamlessly with their platforms, offering custom workflows and reporting that align with NHS requirements, keeping IT reliable and patient care uninterrupted. We also adapt to on-site clinical needs, working out of hours or avoiding clinical spaces, to ensure minimal disruption.

The Impact We Deliver

Our partnership with NHS Integrated Care Boards delivered measurable improvements in IT support performance and user experience.

On average, our customers are connected to an engineer in just
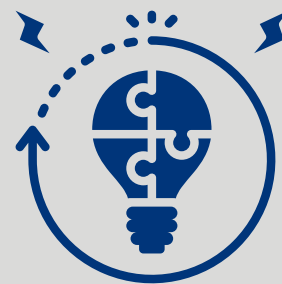
32 Seconds

93%

of tickets are resolved remotely by our expert in-house team

99%

of users rated their experience with our team positively

From alert to fix, our average resolution time is just

3 hours

A Team Dedicated To Service

Delivering exceptional service is at the core of everything we do. Here's what some of our customers shared about their experience with our dedicated team.

> [Support Engineer] was able to troubleshoot and obtain a solution effectively. Thanks again.
>
> 20/11/2025

> Staff were very helpful. Clear in their instructions and friendly. They worked quickly to help resolve the issue. Great service from all.
>
> 18/11/2025

> [Support Engineer] helped get the errant software package working over the phone - thanks
>
> 17/11/2025

> There's really no word better than awesome for this team. Every time I call, no matter what the issue is, someone is there straight away to help.
>
> 17/11/2025

> Thank you for dealing with the issue and installing the software for the GP so efficiently
>
> 13/11/2025

> Issue was resolved quickly. Expert knew exactly what to do. Was polite and professional. Thank you!
>
> 10/11/2025

> Very thorough and helpful, also called me back when there was a way to resolve the issue.
>
> 07/11/2025

> Thank you completing the upgrade for this laptop, very efficient as always
>
> 06/11/2025

We Are Your Trusted Partner

Your success is our priority. With proven healthcare technology expertise, transparent practices, and a dedicated team, we deliver the stability and trust you need to grow with confidence.

1

Shared Commitment and Accountability

As an employee-owned business, every team member has a direct stake in the success of your projects. This ownership mindset fosters a culture where individuals go beyond simply completing tasks; they actively seek ways to add value and deliver exceptional outcomes.

2

Healthcare Technology Insight

With decades of experience in healthcare IT environments, we understand the challenges, clinical pressures, regulatory compliance, and operational realities. This expertise enables us to overcome obstacles and deliver solutions that integrate seamlessly into healthcare workflows.

3

Continuity, Stability & Ethical Partnership

Our loyal, engaged team provides dependable long-term support. Built on transparency and integrity, we form partnerships based on trust, ensuring stability, ethical practices, and a shared commitment to success through open communication and collaboration.

TRUSTED TECHNOLOGY

trusted-technology.co.uk

sales@trusted-technology.co.uk

01425 470888