

## Request

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the information below. The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

*Enterprise Resource Planning Software Solution (ERP):*

*Primary Customer Relationship Management Solution (CRM): For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.*

*Primary Human Resources (HR) and Payroll Software Solution: For example, iTrent, ResourceLink, HealthRoster; software of this nature.*

*The organisation's primary corporate Finance Software Solution: For example, Agresso, Integra, Sapphire Systems; software of this nature.*

1. Name of Supplier: Can you please provide me with the software provider for each contract?
2. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

4. Number of Users/Licenses: What is the total number of user/licenses for this contract?
5. Annual Spend: What is the annual average spend for each contract?
6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
7. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
9. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
10. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

## Response

### HR and Payroll Software

- 1) Midland HR
- 2) iTrent
- 3) Hosted system with upgrades and maintenance
- 4) 10,570
- 5) £174,455 annually for the HR & Payroll
- 6) 2 + 1
- 7) 04-20
- 8) 04-24
- 9) 12-23
- 10) Lisa Selby, AD HR & OD, [l.selby@wigan.gov.uk](mailto:l.selby@wigan.gov.uk), 01942 489455

### Finance

- 1) Agresso – Milestone6
- 2) U4BW – Unit4 Business World  
Unit4 Business World On!
- 3) Annual rolling contract - Maintenance and Support
- 4) Number of Users 1,186
- 5) £100K
- 6) Annual rolling contract
- 7) Original contract with Unit 4 was 2003
- 8) N/A
- 9) Annual
- 10) Strategic Contracts and Procurement - [procurement@wigan.gov.uk](mailto:procurement@wigan.gov.uk)

### CRM

- 1a) NEC Software Solutions (Northgate Public Services (UK) Ltd)
- 1b) Civica UK Ltd
- 1c) Q-nomy (UK) Limited
- 1d) Bibliotheca Ltd
- 2a) NEC Revs & Bens
- 2b) Spydus
- 2c) Qnomy
- 2d) Bibliotheca
- 3a) Computer Software (Licences & Maintenance)
- 3b) Spydus LMS support, maintenance, hosting and Licence
- 3c) Queue ticketing software system for Face To Face customer transactions
- 3d) Computer Software (Licences & Maintenance)
- 4a) 314
- 4b) 1 licence (unlimited users)
- 4c) 1 licence (unlimited users)
- 4d) 15 licences
- 5) Please see the current Contracts Register on our Open Data page;-  
<https://www.wigan.gov.uk/Council/DataProtection-FOI-Stats/Open-Data.aspx>
- 6) As above
- 7) As above
- 8) As Above
- 9) As Above
- 10) Joanne Mitchell, AD Customer Experience & Support, [joanne.mitchell@wigan.gov.uk](mailto:joanne.mitchell@wigan.gov.uk), 01942 489455