



I am writing to request information under the Freedom of Information Act regarding the software applications used across departments at your authority. Please provide the following details for each department:

1. Name of each software application currently in use
2. Whether the application is installed locally on devices, hosted on a Virtual Desktop, or virtual app basis (Citrix or Azure VDI, or similar) or hosted by the developer (cloud-based/SaaS)
3. Current version number of each application
4. Number of licences held for each application
5. Contract type – whether the contract is rolling or fixed-term
6. Annual cost of each application

Departments I am referring to include (but not limited to):

1. Planning and Building Control
2. Council Tax
3. Bins, Rubbish and Recycling
4. Housing
5. Parking, Streets and Transport
6. Benefits and Grants
7. Business Support
8. Environmental Health
9. Anti-social Behaviour and Crime
10. Health, Sport and Fitness
11. Elections and Councillors
12. Climate Change Strategy
13. Events and Community Engagement
14. Job Vacancies and HR
15. Apprenticeships and People Strategy
16. Finance and Audit
17. Assets and Business Development
18. Transformation and Communities
19. Culture, Health, Town Centre and Rural Services
20. Streetscene Services
21. ICT Shared Services
22. Revenues and Benefits Partnership

1, 2, 4

- IDOX – On Prem – Packaged App – 100+ users
- NEC Revenues and Benefits – Azure – Packaged App – 200+ users
- WhiteSpace/Jadu – Venor Cloud – Web – 100+ users
- Sidem – Vendor Cloud - Web – 10+ users, Mayrise – On Prem – Packaged App – 50+ users
- Northgate NEC – Azure - Packaged App – 100+
- Civica APP – On Prem – Packaged App – 100+ users
- Na
- Civica App – AS above
- Civica App – As Above
- Gladstone – Vendor Cloud – Packaged App – 100+ users
- Civica Express – On Prem – Packaged App – 10+ users
- NA
- Web / Facebook
- JobTrain – Vendor Cloud – Web – 200+ users
- iTrent – Vendor Cloud – Web – 400+ users
- Agresso – Azure – Packaged App – 400+ users
- Mayrise – ass above, Northgate Housing – Vendor Cloud – 100+ users, Concerto – Vendor Cloud – Web – 50+ users, Confirm – Vendor Cloud – Web – 50+ users
- NA
- NA
- Mayrise – As above
- NA
- NEC Revenues and Benefits – As above

3 – Latest available versions at this time.

5 – Information available on Wigan councils Website.

6 – Information available on Wigan councils Website.