



I am writing to make a request for information under the Freedom of Information Act 2000.

Please provide the information held by your authority in relation to the questions below. This request relates only to systems and contractual arrangements and does not seek any personal data.

*Our HR&OD Department has advised they do not use a resource planning system. The responses below refer to our Finance Department*

1. What Financial and HR Enterprise Resource Planning (ERP) system or systems are currently used by your authority?  
Wigan Council uses the Financial ERP system UNIT 4 AGRESSO ERP MS7.14
2. For each ERP system identified, what are the contract start and contract end dates, including any extension options where known?  
31-03-25 to 31-03-28. Unless agreed otherwise in an Order Form, renew automatically after the Minimum Term for successive periods of one year.
3. Was the implementation of the ERP system undertaken directly with the software supplier, or through a third-party implementation partner?  
Directly with the software supplier
4. If an implementation partner was used, please provide the name of the partner organisation.  
N/A
5. How does your authority collect payments from individuals, for example council tax, business rates, fines, rents, waste services, licensing, or similar charges?  
Payments are collected via Direct Debit, Internet, Telephone, Chip & Pin, Bank Transfers, Post Office and Paypoint outlets.
6. What payment platform or system is currently used to facilitate these payments?  
The Council's main payment portal is provided by Access PaySuite. Allpay is the Council's provider for Post Office and Paypoint collection services.
7. How was the payment platform procured, for example via a public sector framework, open tender, or direct award?  
Both Access PaySuite and Allpay were procured via PCR2015 compliant Frameworks.
8. What are the contract start and contract end dates for the payment platform, including any extension options where known?  
Access PaySuite:  
Start date 01/04/2024  
End date 31/03/2029  
  
Allpay:  
Start date 01/04/2025  
End date 31/03/2028