

FOI number: **HBC\_FOI\_2019103**  
Date FOI Received: **30/01/2019**  
Department: **Information Digital Services**  
Title: **Software in use by council**  
Description: **Details of version, terms and costs for Payroll, Finance (Accounting), Human resources (HR), Analytics/Business Intelligence, budgeting and forecasting software and whether IT is in-house.**

**Request:** *(As Redacted sent by requestor)*

Dear Sir/Madam,

I am writing to you under the Freedom of Information Act 2000 to request information concerning the types of software and applications that may be in use in your institution.

If it is not possible to provide the information requested, please provide advice and assistance, as to how I can refine my request to be included in the scope of the Act.

Please can you provide information relating to the types of software (and suppliers) you may be using for;

1. What is the name of your current Finance (accounting) software (name of vendor or supplier?)
  - What is the current version of the Finance software?
  - Is the Finance software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?
  - What was the original date of purchase or contract start date for your Finance software?
  - When is the contract renewal or expiry date for your Finance software?
  - What is the cost of annual support and maintenance (last financial year April 2017- March 2018) for your Finance software?
  
2. What is the name of your current Payroll software (name of vendor or supplier)
  - What is the current version of the Payroll software
  - Is the Payroll software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?
  - What was the original date of purchase or contract start date for your Payroll software?
  - When is the contract renewal or expiry date for your Payroll software?
  - What is the cost of annual support and maintenance (last financial April 2017- March 2018) for your Payroll software?
  
3. What is the name of your current HR software (name of vendor or supplier?)
  - What is the current version of the HR software
  - Is the HR software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?
  - What was the original date of purchase or contract start date for your HR software?
  - When is the contract renewal or expiry date for your HR software?
  - What is the cost of annual support and maintenance (April 2017- March 2018) for your HR software?

4. What is the name of your current Analytics/Business Intelligence software (name of vendor or supplier?)
  - What is the current version of the Analytics/Business Intelligence software?
  - Is the Analytics/Business Intelligence software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?
  - What was the original date of purchase or contract start date for your Analytics/Business Intelligence software?
  - When is the contract renewal or expiry date for your Analytics/Business Intelligence software?
  - What is the cost of annual support and maintenance (April 2017- March 2018) for your Analytics/Business Intelligence software?
  
5. What is the name of your budgeting and forecasting system (software)?
  - Does your budgeting and forecasting system add on to your Finance software or is it a standalone system?
  - Is the budgeting and forecasting software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?
  - When was your budgeting and forecasting system purchased (please provide the exact date if possible)?
  - When is the contract renewal or expiry date for your budgeting and forecasting system?
  - What is the cost of annual support and maintenance for your budgeting and forecasting system?
  
6. Do you currently use an online procurement or EMarketplace system, if so which one?
  
7. Does the authority outsource any of its Business Process (BPM) to a third party supplier, if so what Business Processes and to who are they contracted out to?
  
  
8. Is your IT function in-house or outsourced?
  - If outsourced please provide the name of your current managed services provider?
  - What services are outsourced?
  - When was the original contract start date of that contract(s)?
  - What is the contract(s) up for renewal?
  - What is the total value of the outsourcing contract(s)?
  
9. Are any of the Finance, HR and Payroll, Budgeting & Forecasting services delivered to the authority via a shared service with other authorities if so with what other authorities, if so what services and with what authorities?

Many thanks,

**Response:**                    ***(Response as Redacted sent by service)***

1. What is the name of your current Finance (accounting) software (name of vendor or supplier?)

Advanced Business Solutions – eFinancials

- What is the current version of the Finance software?  
Version 5.0.2
- Is the Finance software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?  
On-premise
- What was the original date of purchase or contract start date for your Finance software?  
Original purchase date 01/01/2011 this expired in December 2018 and a new 3 year contract agreed.
- When is the contract renewal or expiry date for your Finance software?  
31/12/2021 with an option to extend for a further 2 years.
- What is the cost of annual support and maintenance (last financial year April 2017- March 2018) for your Finance software?  
£11,446

2. What is the name of your current Payroll software (name of vendor or supplier)

Frontier Software, CHRIS21

- What is the current version of the Payroll software  
8.16.08
- Is the Payroll software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?  
On-premise
- What was the original date of purchase or contract start date for your Payroll software?  
April 1997
- When is the contract renewal or expiry date for your Payroll software?  
Renewed annually April
- What is the cost of annual support and maintenance (last financial April 2017- March 2018) for your Payroll software?  
£10,927 (Note Frontier is an integrated HR/Payroll system this cost covers HR and Payroll modules)

3. What is the name of your current HR software (name of vendor or supplier?)

Frontier Software, CHRIS21

- What is the current version of the HR software  
8.16.08
- Is the HR software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?  
On-premise
- What was the original date of purchase or contract start date for your HR software?  
April 1997
- When is the contract renewal or expiry date for your HR software?

Renewed annually April

- What is the cost of annual support and maintenance (April 2017- March 2018) for your HR software?  
£10,927 (Note Frontier is an integrated HR/Payroll system this cost covers HR and Payroll modules)

4. What is the name of your current Analytics/Business Intelligence software (name of vendor or supplier?)

SAP Business Objects

- What is the current version of the Analytics/Business Intelligence software?  
Version 4.1
- Is the Analytics/Business Intelligence software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?  
On premise
- What was the original date of purchase or contract start date for your Analytics/Business Intelligence software?  
December 2011
- When is the contract renewal or expiry date for your Analytics/Business Intelligence software?  
31<sup>st</sup> December 2019
- What is the cost of annual support and maintenance (April 2017- March 2018) for your Analytics/Business Intelligence software?  
£1,772

5. What is the name of your budgeting and forecasting system (software)?

Advanced Business Solutions – eFinancials

- Does your budgeting and forecasting system add on to your Finance software or is it a standalone system?  
It is part of the ABS integrated finance system
- Is the budgeting and forecasting software hosted on-premise by the authority, off premise by the supplier or delivered via the public cloud?  
On-premise
- When was your budgeting and forecasting system purchased (please provide the exact date if possible)?  
Original purchase date 01/01/2011 this expired in December 2018 and a new 3 year contract agreed.
- When is the contract renewal or expiry date for your budgeting and forecasting system?  
31/12/2021 with an option to extend for a further 2 years.
- What is the cost of annual support and maintenance for your budgeting and forecasting system?  
Included in cost of integrated finance system

6. Do you currently use an online procurement or EMarketplace system, if so which one?  
Supply Hertfordshire

7. Does the authority outsource any of its Business Process (BPM) to a third party supplier, if so what Business Processes and to who are they contracted out to?  
No
8. Is your IT function in-house or outsourced?  
In-house
- If outsourced please provide the name of your current managed services provider?  
N/A
  - What services are outsourced?  
N/A
  - When was the original contract start date of that contract(s)?  
N/A
  - What is the contract(s) up for renewal?  
N/A
  - What is the total value of the outsourcing contract(s)?  
N/A
9. Are any of the Finance, HR and Payroll, Budgeting & Forecasting services delivered to the authority via a shared service with other authorities if so with what other authorities, if so what services and with what authorities?  
No

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services