

Freedom of Information – Response – 27506

I am writing to you under the Freedom of Information Act 2000 (and the Freedom of Information (Scotland) Act 2002, where applicable) to request information regarding the software systems the council currently uses to manage its core back-office business functions.

For each of the following six business areas, please provide the details requested below:

- 1. Finance and Accounting (e.g., General Ledger, Budgeting, Treasury)*
- 2. Human Resources (HR) and Payroll (e.g., Core HR, Time & Attendance, Payroll processing)*
- 3. Procurement and Sourcing (e.g., E-Procurement, Contract Management)*
- 4. Asset and Facilities Management (e.g., Enterprise Asset Management, Fleet tracking)*
- 5. Project and Portfolio Management (e.g., Capital project tracking, Resource allocation)*
- 6. Citizen and Frontline Integrations (e.g., core CRM or Billing systems that integrate with the back office)*

For EACH of the six business areas listed above, please provide the following:

- System Name: (The name of the software)*
- Supplier/Vendor Name: (If the system was developed in-house, please simply state "In-house")*
- System Architecture: Please specify which of the following best describes the setup:*
 - Part of a full, integrated Enterprise Resource Planning (ERP) system.*
 - A standalone Commercial Off-The-Shelf (COTS) application.*
 - A bespoke, in-house developed solution.*
- Hosting: Is the system hosted on-premise, managed off-premise by the supplier, or delivered via a Cloud/SaaS model?*
- Contract Expiry Date: When does the current contract for this system expire (please include any viable extension periods)?*
- Whether the council plans to change the system in the future*

Additional Note: If the council utilises a single, integrated ERP system (e.g., SAP, Oracle, Microsoft Dynamics) to cover multiple business areas listed above, please state the name of the overarching ERP and confirm which specific modules are currently active.

1. Finance and Accounting (e.g., General Ledger, Budgeting, Treasury)
 - System Name: Oracle Fusion
 - Supplier: Oracle
 - System Architecture: ERP
 - Hosting: Cloud SaaS
 - Contract Expiry Date: 24/11/29
 - Change of system: Not in the short term

- Finance Modules: General Ledger, Payables, Receivables, Expenses, EPM/Forecasting & Budgeting, Project, Fixed Assets

2. Human Resources (HR) and Payroll (e.g., Core HR, Time & Attendance, Payroll processing)

- System Name: Oracle Fusion
- Supplier: Oracle
- System Architecture: ERP
- Hosting: Cloud SaaS
- Contract Expiry Date: 24/11/29
- Change of system: Not in the short term
- HCM Modules: Core HR, Absence, Payroll, Time & Labour, Learning, Recruitment, Health & Safety, Helpdesk

3. Procurement and Sourcing (e.g., E-Procurement, Contract Management)

- System Name: Oracle Fusion
 - Supplier: Oracle
 - System Architecture: ERP
 - Hosting: Cloud SaaS
 - Contract Expiry Date: 24/11/29
 - Change of system: Not in the short term
 - Procurement Modules: Self service requisitioning to Purchase Order
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- System Name: Suffolk Sourcing
 - Supplier: Intend
 - System Architecture: COTS
 - Hosting: managed off-premise by the supplier
 - Contract Expiry Date: 04/12/26
 - Change of system: Not in the short term

4. Asset and Facilities Management (e.g., Enterprise Asset Management, Fleet tracking)

- System Name: K2
 - Supplier: Tribal
 - System Architecture: COTS
 - Hosting: managed off-premise by the supplier
 - Contract Expiry Date: 31/05/29
 - Change of system: Not in the short term
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- System Name: Insight/ Aurora
 - Supplier/Vendor Name: Symology
 - System Architecture: COTS
 - Hosting: Delivered via a Cloud/SaaS
 - Contract Expiry Date: March 2028 extendable for one year
 - Whether the council plans to change the system in the future: No plans. The contract is with Symology, under which we are running both systems (transferring from Insight, which is close at some point, to Aurora).
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- System Name: Mayrise
 - Supplier/Vendor Name: Causeway
 - System Architecture: COTS
 - Hosting: Delivered via a Cloud/SaaS

- Contract Expiry Date: April 2027 - Rolling annual contract

5. Project and Portfolio Management (e.g., Capital project tracking, Resource allocation)

- MS Project

6. Citizen and Frontline Integrations (e.g., core CRM or Billing systems that integrate with the back office)

- System Name: Goss (CRM)
- Supplier: Goss
- System Architecture: COTS
- Hosting: Cloud SaaS
- Contract Expiry Date: 16/08/29
- Change of system: Not in the short term

- System Name: Pay360 (Cash Receipting)
- Supplier: Access Paysuite
- System Architecture: COTS
- Hosting: managed off-premise by the supplier
- Contract Expiry Date: 30/11/27
- Change of system: Not in the short term