

## **Information Released under Freedom of Information Act**

**Subject:** Request for Companies House contract details relating to corporate software/applications: ERP, CRM, HR and Finance

**Date Released:** 4 May 2016

**Summary of request:** The enquirer requested details of Companies House contract details relating to corporate software/applications: ERP, CRM, HR and Finance

### **Information Released**

1. Enterprise Resource Planning Software Solutions (ERP)
2. Customer Relationship Management (CRM) Solutions
3. Human Resources (HR) and Payroll Software Solutions
4. Finance Software Solutions

For each of the categories above can you please provide me with the relevant contract information listed below:

1. Software Category: ERP, CRM, HR, Payroll, Finance

**We have a contract with ABS Limited which provides e5 and Northgate modules (we do not use an ERP system as such this is the nearest type of system). We do not have a CRM system.**

2. Software Supplier: Can you please provide me with the software provider for each contract?

### **HR & Payroll - Northgate Finance - ABS Ltd.**

3. Software Brand: 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.

### **Northgate e5**

4. Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.

**The HR, Payroll & Finance contract includes Upgrade opportunities, maintenance and support. We use a variety of e5 and Northgate modules which are supported by ABS Ltd and NorthgateArinso**

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?

**Northgate - 1300 licences with 900 users at present.  
e5 - Site Licence with 200 users at present.**

6. Annual Spend: What is the annual average spend for each contract?

**HR, Payroll & Finance contracts = £205K**

**With the contract spend split as follows**

**ABS = approx. £174K**

**Northgate = £31K**

7. Contract Duration: What is the duration of the contract? Please include any available extensions within the contract.

**The contract with ABS is a 12 month rolling contract. The contract with NGA expires in Q1 2018.**

8. 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.

**Q1 2013.**

9. Contract Expiry: What is the expiry date of this contract?  
Please include month and year of the contract. DD-MM-YY or MM-YY.

**See no.7 above.**

10. Contract Review Date: What is the review date of this contract?  
Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

**Companies House will start to review the provision of these services at least 12 months before expiration of the contract.**

11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.

**Frank Joseph manages the HR, Payroll & Finance contracts.**

**Email: [fjoseph@companieshouse.gov.uk](mailto:fjoseph@companieshouse.gov.uk)**

**Telephone: 029 2038 0147**

If the organisation have an outsourced provider that looks after all software can you please request this information from your provider?

**N/A.**