

Ref: FOI/GS/ID 5290

**Please reply to:**  
FOI Administrator  
Trust Management  
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ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

18 October 2019

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Enterprise applications software.

*You asked:*

*A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.*

*B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep*

*C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.*

*D. The organisation's primary corporate Finance Software Solution-this is the organisation's main Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP*

*In some cases you may come across contracts that provide service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.*

*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*
- 2. Name of Supplier: Can you please provide me with the software provider for each contract?*
- 3. The brand of the software: 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.*
- 4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.*

*Please also include any modules included within the contract as this will support the categories you have selected in question 1.*

- 5. Number of Users/Licenses: What is the total number of user/licenses for this contract?*
- 6. Annual Spend: What is the annual average spend for each contract?*
- 7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.*
- 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.*
- 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.*
- 10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.*
- 11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).*

Trust response:

A. Enterprise Resource Planning Software Solution (ERP)

1. Maidstone and Tunbridge Wells NHS Trust do not have this system.
2. Not applicable
3. Not applicable
4. Not applicable
5. Not applicable
6. Not applicable
7. Not applicable
8. Not applicable
9. Not applicable
10. Not applicable
11. Not applicable

B. Primary Customer Relationship Management (CRM) Solution

1. Maidstone and Tunbridge Wells NHS Trust do not have this system.
2. Not applicable
3. Not applicable

4. Not applicable
5. Not applicable
6. Not applicable
7. Not applicable
8. Not applicable
9. Not applicable
10. Not applicable
11. Not applicable

C. Primary Human Resources (HR) and Payroll Software Solution

1. ESR National System
2. IBM
3. As above
4. National system, support included
5. Not applicable
6. Not applicable
7. Not applicable
8. Start date 2006
9. Not applicable
10. Not applicable
11. Director of Workforce, Simon Hart

D. Finance

1. Finance
2. Capita Secure Information Services Limited
3. Integra2
4. Provision of Finance and Procurement software and hosting and support of system.
5. 1000
6. £60,000 + VAT
7. 5 years
8. 15/02/19
9. 14/02/24
10. 04/23
11. Head of Finance Systems    mtw-tr.ias-finance@nhs.net