



Freedom of Information Request

Ref: UHB 20-253

16 July 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.
The Trust does not have a ERP.

- 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
The Trust does not have a CRM.

- 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.

Electronic Staff Record ESR.

1. Software Category: HR & Payroll
2. Name of Supplier: IBM
3. The brand of the software: Electronic Staff Record (the NHS national system for HR and Payroll)
4. Description of the contract: There is no contract held locally, nationally managed contract with the Department of Health
5. Number of Users/Licenses: N/A

6. Annual Spend: N/A
7. Contract Duration: ongoing
8. Contract Start Date: Aug 2007
9. Contract Expiry: N/A
10. Contract Review Date: N/A
11. Contact Details: Laura Brown, HR Systems Manager

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

1. Software Category: Finance System
2. Name of Supplier: Advanced
3. The brand of the software: E-Financials
4. Description of the contract: Integrated General ledger
5. Number of Users/Licenses: 120
6. Annual Spend: This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.
7. Contract Duration: Rolling contract
8. Contract Start Date: 01/4/2010
9. Contract Expiry: N/A
10. Contract Review Date: Ongoing
11. Contact Details: Kate Parraman, Deputy Director of Finance, University hospitals Bristol NHS Foundation Trust

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust