

**Freedom of Information Request**

**Ref: 25-045**

13 February 2025

By Email

Dear Sir/Madam

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

- We can confirm that we do hold the information you are requesting

**1. The name of the supplier who implemented your finance software system.**

Advanced

**2. Where is the system hosted, locally on Premise, Cloud Hosted.**

on Premise

**3. Number of user licences installed/used by the Trust.**

100

**4. The installation date of your finance software system.**

2010/11

**5. The contract expiration date for your current finance software system.**

Rolling contract

**6. The total upfront installation and implementation costs for your finance system, including software, consultancy, training, and related expenses.**

We are unable to provide this information. This information is held on a legacy system we no longer have access to.

**7. The total annual costs to run and maintain your finance system.**

Approximately £29,881

**Please can you also break down your annual costs by:**

**o Software licensing fees**

£29,000 includes licences and maintenance fees which can't be separated.

**o Maintenance and support fees**

£29,000 includes licences and maintenance fees which can't be separated.

**o Hardware costs**

Hardware costs can't be determined because the system uses the Trust's existing IT infrastructure.

**o Consultancy**

not incurred as part of annual cost of running the system, ad hoc when developments are required so varies a lot from year to year.

**o Training**

None

**o Other recurring expenses (please specify)**

**8. Do you have any plans to switch to a different finance system or upgrade the current system.**

Not in the short term. SBS system on the horizon medium/long term.

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:

Data Protection Officer  
University Hospitals Bristol and Weston 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

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**