

**Reference Number:** FOI/LHCH/2016130  
**From:** Private Individual  
**Date:** 28 April 2016  
**Subject:** Enterprise resource planning (ERP) systems

Q1 Who is your current provider of Financial Systems support and implementation services?

Q1 [Oracle](#)

Q2 When does the contract expire?

Q2 Information not held – our contract is with NHS Shared Business Services (SBS). Please contact them directly for this information:  
[SBS-W.FOI@nhs.net](mailto:SBS-W.FOI@nhs.net).

Q3 Who should I contact if I wish to supply training on your financials systems?

A3 Information not held – as above contact SBS  
[www.sbs.nhs.uk](http://www.sbs.nhs.uk)

Q4 Who is your current provider of Procurement Systems support and implementation services?

A4 [NHS Shared Business Services Oracle E-Business Suite](#)

Q5 When does the contract expire?

A5 [31st March 2018](#)

Q6 Who should I contact if I wish to supply training on your procurement systems?

A6 [Steve Doran, Head of Procurement](#)

Q7 Who is your current provider of Human Resources Systems support and implementation services?

A7 

- [ESR – National NHS staff record system](#)
- [TRAC – Recruitment system](#)

Q8 When does the contract expire?

A8 

- [ESR – December 2019](#)
- [TRAC – 31st March 2020](#)

Q9 Who should I contact if I wish to supply training on your HRMS systems?

A9 [Training not required](#)

Q10 What Applications are you running for:

- Finance?
- HR?
- Payroll?
- Project?
- CRM? The system you use to track customer queries
- Manufacturing? Do you use an inventory system?
- Sourcing? Do you use an external system for your strategic procurement sourcing? Do you hold e-auctions for your major procurement contracts?
- Invoice Scanning Tool?
- Are you using Config Snapshot?
- What BI Tool are you using?

Q10 ○ Finance:

- Oracle (through SBS as above) for General Ledger – version/upgrade information not held
- SLAM for Income - Version 1.3.7.30. Last upgraded on 5th May 2016. We generally apply updates every 3-4 months
- PLICS (Click Health) / SLR ( Bellis Jones Hill) for costing - Prodacapo version 10.0.0.113. Hasn't been upgraded since implementation. We are in the early stages of looking at an upgrade
- HR:
  - Software Europe (Expenses) – version/upgrade information not held, this is a managed service
  - Microcare (Job Evaluation System) – version/upgrade information not held, this is a managed service
  - Edenred (Childcare Vouchers) – version/upgrade information not held, this is a managed service
  - Allocate E-Roster - Allocate has now been moved into the Allocate cloud in the last 6 months and they now fully manage our system. V10, last upgrade November 2015. Upgrade in next 12-18 months.
  - Allocate Job Planning – v5.9.2, last upgrade May 2016. Upgrade in next 12-18 months.
  - Atlantic DBS - version/upgrade information not held, this is a managed service
  - DRS (Doctors Rostering) – v4, last upgrade May 2016. Upgrade in next 12-18 months.
- Payroll:
  - ESR – version/upgrade information not held, this is a managed service
- Project:
  - We do have MS Project (as part of the Microsoft package) but prefer to use a bespoke excel spread sheet. MS Excel 2010. No plan to upgrade.
- CRM:
  - Boston and Medtronic – MS Office 2010. No plan to upgrade.
- Manufacturing:
  - Inventory Management System: Avantec - version/upgrade information not held, this is a managed service.
- Sourcing:
  - None
- Invoice Scanning Tool:
  - Information Not Held – Invoice management is dealt with under contract via SBS
- Config Snapshot:
  - Information Not Held
- BI Tool:

- Microsoft SQL Server Reporting Services and Microsoft SQL Server Management Studio - We have many SQL and SSRS instances ranging from SQL 2005 to SQL 2014. We regularly implement and upgrade where required and will be looking at SQL 2016 in the near future.

Q11 What versions of the above Applications are you running?

A11 See A10 above

Q12 When was your last Application upgrade?

A12 See A10 above

Q13 Are you planning another upgrade in the next 12-18 months?

A13 See A10 above

Q14 Do you have an Oracle support partner for applications? If so who?

A14 NHS Shared Business Services

Q15 What kind of support is included in the contract (functional/technical/etc.?)

A15 Information not held – as per A2 above

Q16 What is the value of the application support contract?

A16 Information not held – as per A2 above

Q17 When does it expire?

A17 Information not held – as per A2 above

Q18 Where do you advertise any Oracle procurement opportunities?

A18 Information not held – as per A2 above

Q19 Who is responsible for looking after the contract for the Oracle estate?

A19 NHS Shared Business Services

Q20 Who is responsible for looking after the licenses for the Oracle estate?

A20 NHS Shared Business Services

Q21 How much do you pay annually for Oracle Support & Maintenance?

A21 Information not held – as per A2 above

Q22 When does this contract renew?

A22 Information not held – as per A2 above

Q23 Do you work with off-shore partners?

A23 Information not held – as per A2 above

Q24 Who are your off –shore partners for ERP Systems Implementation and support?

A24 Information not held – as per A2 above