Reference Number:	FOI202425/192
From:	Commercial
Date:	07 August 2024
Subject:	Software Systems used for Storage & Cloud, Telephony, EPR, Finance, Cyber, HR

Please provide the following information regarding the essential business software systems used at Liverpool Heart and Chest Hospital NHS Foundation Trust:

For each of the systems listed above (excluding Storage & Cloud Infrastructure), please provide the following details:
a) System type:
b) Supplier name:
c) System name:
d) Date installed:
e) Contract expiration:
f) Is this contract annually renewed? - Yes/No
g) Do you currently have plans to replace this system? - Yes/No
h) Procurement framework:
i) Other systems it integrates with:
j) Total value of contract (£):
k) Notes - e.g., we are currently out to tender:
l) If this system does not exist, do you have an in-house alternative?

Q1   Storage & Cloud Infrastructure:
Please address the following questions regarding your Storage & Cloud Infrastructure:
a. Does your organisation use on-premise or cloud storage or both?
b. Please confirm the on-premise hardware manufacturer.
c. Please confirm your cloud storage provider (AWS, Azure, Oracle, etc.).
d. What is your annual spend on cloud storage?
e. How do you back up your data and with whom, e.g., Backup as a Service?

A1   a. Mainly on Premise
b. Dell Technologies
c. Microsoft Azure
d. Information not held – This is part of the licensing agreement for Microsoft 365
e. Rubrik for Microsoft Azure/ 365 and Dell Protection Suit

Q2   Telephony

A2   a) Managed Service
b) Cinos
c) Cisco
d) 2016
e) August 2025
f) Yes
g) No

h) Network Services 3
i) None
j) £30k p/a
k) None
l) N/A

Q3   ERP (Enterprise Resource Planning)

A3   a) ERP (Enterprise Resource Planning)
b) NHS Shared Business Services
c) Oracle NHS Shared Business Services
d) & e) Information not held – this service is provided by the national NHS Shared Business Service
f) No
g) No
h) NHS SBS Framework
i) No
j) £936,987.38
k) None
l) N/A

Q4   Finance & Payments

A4   a) Business Intelligence
b) NHS Shared Business Services
c) Oracle
d) 01/04/2020
e) 31/03/2026
f) No
g) No
h) South of England Procurement Services
i) No
j) £1,059,460.00
k) None
l) N/A

Q5   Cyber Security

A5   Information exempt under s31 – law enforcement, specifically section 31 (1) (a) relating to the prevention and detection of crime.

We have assessed the public interest in disclosure and believe the only factor for release would be openness and transparency, however the factors against release clearly outweigh this as release of the information would place the Trusts information systems and other related assets at risk of attack from hackers if released into the public domain. This would have a major impact on the Trusts ability to maintain confidentiality, integrity and availability of systems and information and would severely disrupt services to our patients and would have a substantial impact on the Trusts reputation therefore causing financial loss and would damage the Trusts commercial interests.

Q6   HR (Human Resources)

A6 a) System type: ESR
b) Supplier name: ESR
c) System name: ESR
d) & e) ESR is a nationally procured piece of software used across the NHS and as such no contract information is held locally.
f) No
g) No
h) ESR is a nationally procured piece of software used across the NHS and as such no contract information is held locally.
i) Health Roster
j) ESR is a nationally procured piece of software used across the NHS and as such no contract information is held locally.
k) None
l) NA

Q7 Payroll

A7 Information not held - Payroll services for the Trust are provided by St Helens & Knowsley Teaching Hospitals NHS Trust. You may want to consider re-submitting your request to St Helens & Knowsley on the following address: foirequests@sthk.nhs.uk

Q8 Finance BI and Analytics System

A8 As per A4

Q9 IT Service Management (ITSM)

A9 a) Managed Service
b) iMerseyside/ Merseycare
c) Sostenuto
d) & e) Information not held – this system is provided via a 3rd party. The contract is not held with the Trust.
f) Yes
g) No
h) Information not held – this system is provided via a 3rd party. The contract is not held with the Trust.
i) None
j) £333700 (shared contract with Alder hey also included service desk provision).
k) None
l) N/A