



13 June 2017

Information Rights & Compliance Team  
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Our Ref: FOI 2577

Thank you for your request concerning our Enterprise Resource Planning (ERP) Systems.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**1. What Applications are you running for:**

**Finance**

Sage ERP 1000 version 3.0 last upgrade: unknown and V1 2012 Version 2.2.2.0 last upgrade 2014

**HR**

Our HR system is provided nationally to NHS Trusts. More information can be found about the Electronic Staff Record's programme [here](#).

**Payroll**

Our payroll is outsourced to East & North Herts NHS Trust; their contact details are as below.

East and North Herts NHS Trust  
Salaries and Wages Department (Ref: HPFT)  
Wiltron House  
Meadway Tech Park  
Stevenage  
SG1 2EF

**Project**

Microsoft Project 2010. Last upgrade was 2015.

**Customer Relationship Management (CRM)**

We do not use any specific software for this purpose.

**Manufacturing**

We do not use any specific software for this purpose.

**Sourcing**

We do not use any specific software for this purpose.

**Invoice Scanning Tool**

DBCapture V1

**Are you using Config Snapshot**

We do not use any specific software for this purpose.

**What BI Tool are you using**

Cognos Version 10.2.1. Last upgraded in 2014

**2. What versions of the above Applications are you running?**

We have provided the versions in the above response.

**3. When was your last Application upgrade?**

We have provided the last update date in the above response.

**4. Are you planning another upgrade in the next 12-18 months?**

No upgrades are planned in the next 12 to 18 months.

**5. Do you have an Oracle support partner for applications? If so who?**

No, we do not have an Oracle support partner.

**6. Do you have an SAP support partner for applications? If so who?**

No, we do not have a SAP support partner.

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

Not applicable.

**8. What is the value of the SAP application support contract and when does it end?**

Not applicable.

**9. What is the value of the Oracle application support contract and when does it end?**

Not applicable.

**10. When does the SAP and/or Oracle contracts expire?**

Not applicable.

**11. Are you running any Oracle Databases, if so what versions are you running?**

No, we are not running any Oracle Databases.

**12. Are you running any SAP Databases if so what versions are you running?**

No, we are not running any SAP Databases.

**13. What applications are being run on these Databases?**

Not applicable.

**14. Are you planning another Database upgrade in the next 12-18 months?**

We do not have any plans to upgrade in the next 12 – 18 months.

**15. Do you have an Oracle support partner for Databases? If so who?**

We do not have an Oracle support partner for Databases.

**16. Do you have an SAP support partner for Databases? If so who?**

We do not have a SAP support partner for Databases.

**17. What is the value of the database support contract for SAP and when does it expire?**

Not applicable.

18. **What is the value of the database support contract for Oracle and when does it expire?**  
Not applicable.
19. **Where are the databases held? Hosted, onsite/offsite?**  
Not applicable.
20. **If not, how many in-house DBAs do you have?**  
We do not have any in-house DBAs.
21. **Where do you advertise any Oracle and/or SAP procurement opportunities?**  
Not applicable.
22. **Who is responsible for looking after the contract for the Oracle and/or SAP estate?**  
Not applicable.
23. **Who is responsible for looking after the licenses for the Oracle and/or SAP estate?**  
Not applicable.
24. **How much do you pay annually for Oracle Support & Maintenance and when does it renew?**  
Not applicable.
25. **How much do you pay annually for SAP Support & Maintenance and when does it renew?**  
Not applicable.
26. **Do you work with off-shore partners?**  
No, we do not work with off-shore partners.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**FOI/DPA Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

