

31 August 2023

Information Rights & Compliance Team  
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Our Ref: FOI/04807

Thank you for your request concerning Software Contracts.

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

1. **Enterprise Resource Planning Software Solution (ERP):**
2. **Primary Customer Relationship Management Solution (CRM):**  
**For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.**

In accordance with Section 16 – Duty to provide advice and assistance, we suggest consulting our [disclosure log](#) for the information you are seeking prior to sending in your request.

This information is already in the public domain<sup>1</sup>. Please follow this [link](#) to a previous response to you. (FOI 3201)

I can confirm we do not have ERP or CRM.

3. **Primary Human Resources (HR) and Payroll Software Solution:**  
**For example, iTrent, ResourceLink, HealthRoster; software of this nature.**

This information is already in the public domain<sup>1</sup>. Please follow this [link](#) to a previously published response. (FOI 2758)

I can confirm nothing has changed with regards to our HR and Payroll solutions.

4. **The organisation's primary corporate Finance Software Solution:**  
**For example, Agresso, Integra, Sapphire Systems; software of this nature.**

We do not hold this information<sup>2</sup>.

For more information regarding our financial solutions please refer to our disclosure log, in particular [FOI 4546](#).

The contract with ELFS has been extended to 30<sup>th</sup> November 2024.

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<sup>1</sup> Section 21 – Information is already in the public domain

<sup>2</sup> Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

5. **Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).**

Please see the answer given under question 10 of your last request; [FOI 4594](#)

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  
Information Rights 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](#).

