

FOI Request - Core Back-Office Software and ERP Systems - 10100401987

The details of the six business areas can be found below

(Note: the council does not utilise a single, integrated ERP system):

1. Finance and Accounting (e.g., General Ledger, Budgeting, Treasury)
 - a. System Name: E5 Financials
 - b. Supplier/Vendor Name: OneAdvanced Limited
 - c. System Architecture: A standalone Commercial Off-The-Shelf (COTS) application
 - d. Hosting: hosted on-premise
 - e. Contract Expiry Date: Details of the contract expiry date can be found on the Council's contract register – 31/03/27
 - f. Plans to change the system in the future: No
2. Human Resources (HR) and Payroll (e.g., Core HR, Time & Attendance, Payroll processing)
 - a. System Name: iTrent
 - b. Supplier/Vendor Name: MHR
 - c. System Architecture: A standalone Commercial Off-The-Shelf (COTS) application
 - d. Hosting: on-premise
 - e. Contract Expiry Date: 23/02/31
 - f. Plans to change the system in the future: No
3. Procurement and Sourcing (e.g., E-Procurement, Contract Management)
 - a. System Name: Public Contracts Scotland (PCS) is used as the Council's primary procurement portal for advertising contract opportunities, Quick Quotes, contract awards and supplier engagement. PCS-Tender (PCST) is used for electronic tendering.
 - b. Supplier/Vendor Name: Scottish Government
 - c. System Architecture: A standalone Commercial Off-The-Shelf (COTS) application
 - d. Hosting: Cloud/SaaS
 - e. Contract Expiry Date: N/A
 - f. Plans to change the system in the future: No
4. Asset and Facilities Management (e.g., Enterprise Asset Management, Fleet tracking)
 - a. System Name: UNIFORM – Estates module

- b. Supplier/Vendor Name: IDOX
- c. System Architecture: A standalone Commercial Off-The-Shelf (COTS) application
- d. Hosting: on-premise
- e. Contract Expiry Date: 31/03/2028
- f. Plans to change the system in the future: No

5. Project and Portfolio Management (e.g., Capital project tracking, Resource allocation)

- a. System Name: Project
- b. Supplier/Vendor Name: Microsoft
- c. System Architecture: A standalone Commercial Off-The-Shelf (COTS) application
- d. Hosting: Cloud/SaaS model
- e. Contract Expiry Date: 30/06/29
- f. Plans to change the system in the future : No

6. Citizen and Frontline Integrations (e.g., core CRM or Billing systems that integrate with the back office)

- a. System Name: Verint CRM
- b. Supplier/Vendor Name: Verint
- c. System Architecture: A standalone Commercial Off-The-Shelf (COTS) application
- d. Hosting: On-premise
- e. Contract Expiry Date: 31/12/26
- f. Plans to change the system in the future: Yes, A new system, Netcall, has already been procured and is currently being implemented