

## Appendix 1 – Core Business Systems and Architecture.

No.	Component
1	LASSY (including TVLEO)
2	CADH
3	BACS payment processing (currently proprietary)
4	Credit/Debit Card Payment Processing Solution (currently TNS)
5	iHub
6	Field handheld solution
7	FLOSSY
8	Smart Agent
9	Call Log
10	QDOS
11	CASSIE
12	SASSIE
13	PayPoint GIS
14	DCS (Debt Collection System)
15	Address lookup (currently Hopewiser)
16	Call Log
17	MVS2
18	iQor Telephony
19	Oracle Financials
20	P75 Cheque Refunds
21	SQL Reporting
22	Verint (Call Recording)
23	CMDW
24	Outbound Dialler
25	WAN Bristol
26	WAN Darwen
27	WAN SunGard Hounslow
28	WAN CSC
29	WAN Darlington
30	WAN iQor (Preston)
31	WAN West Malling
32	WAN COS (India)
33	WAN Birmingham
34	WAN Proximity London
35	WAN Procurator Fiscal
36	WAN Gsi