

## FoI Request for What Do They Know – Mary Soper FL-101003014511

What Applications are you running for:

1. Finance?  
**Civica**
2. HR?  
**Trent**
3. Payroll?  
**Trent**
4. Project?  
**MS Project**
5. CRM?  
**Lagan**
6. Manufacturing?  
**N/A**
7. Sourcing?  
**N/A**
8. Invoice Scanning Tool?  
**Civica**
9. Are you using Config Snapshot?  
**N/A**
10. What BI Tool are you using?  
**Business Objects & Lagan**
11. What versions of the above Applications are you running?  
**Various**
12. When was your last Application upgrade?  
**Within the last 3 months**
13. Are you planning another upgrade in the next 12-18 months?  
**Yes**
14. Do you have an Oracle support partner for applications? If so who?  
**Yes, IDOX Software & Northgate Limited.**
15. Do you have an SAP support partner for applications? If so who?  
**No.**
16. What kind of support is included in the contract/s (functional/technical/etc.?)  
**Yes, functional and technical support is included**
17. What is the value of the SAP application support contract and when does it end?  
**N/A**
18. What is the value of the Oracle application support contract and when does it end?  
**c. £105k & £78k c. March 2018 and November 2017**
19. When does the SAP and/or Oracle contracts expire?  
**N/A**
20. Are you running any Oracle Databases, if so what versions are you running?

**Yes, Various**

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

**No.**

22. What applications are being run on these Databases?

**I –World & Uniform**

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

**Yes.**

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

**No.**

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

**No.**

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

**No.**

27. What is the value of the database support contract for Oracle and when does it expire?

**c. £21k, October 2017**

28. Where are the databases held? Hosted, onsite/offsite?

**Onsite.**

29. If not, how many in-house DBAs do you have?

**Two.**

30. Where do you advertise any Oracle and/or SAP procurement opportunities?

**Opportunities are advertised through relevant framework portals.**

31. Who is responsible for looking after the contract for the Oracle and/or SAP estate?

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32. Who is responsible for looking after the licenses for the Oracle and/or SAP estate?

**N/A**

33. How much do you pay annually for Oracle Support & Maintenance and when does it renew?

**c. £6k c. September 2017**

34. How much do you pay annually for SAP Support & Maintenance and when does it renew?

**N/A**

35. Do you work with off-shore partners?

**No.**