



Li Liyan  
[request-1149081-426b9443@whatdotheyknow.com](mailto:request-1149081-426b9443@whatdotheyknow.com)

Date  
13 August 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear Li Liyan,

## Freedom of Information Request – FOI2024/01062

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 24 July 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the information shown verbatim in bold below:

**“I am aware from the Inquiry that there was a replacement called "HNGX". When was this commenced and completed?”**

**Since 2001, have there been other attempts to replace Horizon/HNGX? If so, when did the work commence and end? I would like to know if they were successful or unsuccessful (if there were subsequent attempts). It would also be helpful if these further attempts were different systems please.”**

We can confirm that Post Office does hold the information you have requested which has been provided below. Please note, the current version of the Horizon IT system is called Horizon Next Generation X (X being the version name) “**HNGX**”.

In 2014 a contract was awarded to IBM to replace the Horizon IT system. However, after a review of this contract in 2016, a decision was made to terminate the IBM contract and extend the current Fujitsu contract.

In 2021, Post Office again considered replacing the Horizon IT system, and vendors were identified through a Request for Proposal exercise, and an independent market scan. However, it was decided that the time required to mobilise, and many other factors meant that it did not fit within a period that could justify the disruption and cost of a replacement system.

The Fujitsu contract was once again extended in 2021. The Strategic Platform Modernisation Programme (“**SPMP**”) was established and assessed options to deliver a new core trading platform. Due to further time required for the implementation of this, the Fujitsu contract has been extended until March 2025.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.xxxxxx@xxxxxxxxxx.xx.uk](mailto:information.xxxxxx@xxxxxxxxxx.xx.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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