**CITY** OF
**WOLVERHAMPTON**
C O U N C I L

# Response to Request for Information

**Reference**    FOI 000455
**Date**         29 September 2016

## *ERP Systems*

**Request:**
What Applications are you running for:

- Finance? Agresso
- HR? Agresso
- Payroll? Agresso
- Project? Microsoft Project and Verto
- CRM? Microsoft Dynamics CRM
- Manufacturing? n/a
- Sourcing? n/a
- Invoice Scanning Tool? Contract in place with the EGS Group
- Are you using Config Snapshot? (Config Snapshot is a piece of software that is used to create setup documentation for Oracle E-Business Suite. This would typically be used by the IT department) No
- What BI Tool are you using? Business Objects and Qlikview

- What versions of the above Applications are you running? Business Objects (at present BOXI we are upgrading as we speak to BOBI) Qlikview ver 11.2
- When was your last Application upgrade? August 2016
- Are you planning another upgrade in the next 12-18 months? yes
- Do you have an Oracle support partner for applications? If so who? n/a
- What kind of support is included in the contract (functional/technical/etc.?) What is the value of the application support contract? n/a
- When does it expire? n/a

- Do you have an SAP support partner for applications? If so who? n/a
- What kind of support is included in the contract (functional/technical/etc.?) What is the value of the application support contract? n/a
- When does it expire? n/a

- Are you running any Oracle Databases? YES
- If so, what versions are you currently running? 11.2.0.4 and 12.1.0.1 – Standard and Enterprise
- What applications are being run on these Databases? Northgate Revenues and Benefits, Northgate Housing, OLM CareFirst, IDOX UniForm, CACI ChildView

- Are you planning another Database upgrade in the next 12-18 months? Upgrade path determined by software vendor so unknown.
- Do you have an Oracle support partner for Databases? If so who? NO – only application specific support
- What is the value of the database support contract? N/A
- When does it expire? N/A
- If not, how many in-house DBAs do you have? ONE
- Where are your Oracle databases held? On site/off site? ON-Site
- Who is your hosting partner? N/A
- When does the contract expire? N/A
- What is the value of the contract? N/A

- Where do you advertise any Oracle/SAP procurement opportunities? City of Wolverhampton Council's tender portal
- Who is responsible for looking after the contract for the Oracle estate? Jai Ghai
- Who is responsible for looking after the licenses for the Oracle estate? Alastair Smart
- How much do you pay annually for Oracle Support & Maintenance? Included in vendor product support figures so unknown.
- When does this contract renew? Variable dependent on which application is being renewed.

- Do you work with off-shore partners?( To give context to "off-shore partners" I'm specifically interested to know if you engage any 3rd parties that are based outside the UK to support any of your IT systems or if you would be open to doing so?) NO and NO