



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI485186412

Thank you for your request for information relating to Back Office Applications.

You have requested the following information:

Q1. What applications is your organisation using for the following back-office functions? Where applicable, please provide the following information for each (please answer using the table below, if possible):

Application Type Application Vendor/Version* Contracted Supplier* Contract end-date

ERP

Application type: Business World

Application supplier: Unit 4

Contract expiry date: 31/03/2024

Finance

Application type: Business World

Application supplier: Unit 4

Contract expiry date: 31/03/2024

HR

Application type: Resourcelink

Application supplier: Zellis

Contract expiry date: 24/10/2027

Payroll

Application type: Resourcelink

Application supplier: Zellis

Contract expiry date: 24/10/2027

Recruitment

Application type: Talentlink

Application supplier: Tribepad

Contract expiry date: 31/03/2024

CRM

Application type: Firmstep

Application supplier: Granicus

Contract expiry date: 12/05/2023

Contact centre

Application type: 8x8

Application supplier: Voicenet Solution Ltd

Contract expiry date: 31/03/2024

Robotic process automation (RPA)

Application type: EBI AI Assistant

Application supplier: EBI Solutions Ltd

Contract expiry date: 31/03/2023

***Please distinguish between the application vendor and the supplier through which the application was procured if they are not the same.**

Q2. What applications is your organisation using for the following business areas? Where applicable, please provide the following information for each (please answer using the table below, if possible):

Application Type Application Vendor/Version* Contracted Supplier* Contract end-date

Revenue and benefits

Application type: Academy

Application supplier: Capita

Contract expiry date: 31/12/2023

Housing management

Application type: Locata Pro Plus

Application supplier: Locata (Housing Services) Limited

Contract expiry date: 30/09/2036

Social care case management

Application type: CareDirector & Liquidlogic Childrens System (LCS)

Application supplier: CareWorks Limited & Liquidlogic Ltc

Contract expiry date: 30/11/2026 & 31/03/2028

Planning

Application type: Idox Cloud Planning

Application supplier: Idox

Contract expiry date: 30/11/2033

Library management

Application type: Axiell

Application supplier: Axiell ALM Ltd

Contract expiry date: 31/03/2033

Electoral management

Application type: Xpress

Application supplier: Civica UK Ltd

Contract expiry date: 31/03/2026

Waste management

Application type: Collective

Application supplier: Bartec

Contract expiry date: 31/07/2028

Election management

Application type: Xpress

Application supplier: Civica UK Ltd

Contract expiry date: 31/03/2026

Licensing and compliance

Application type: Idox Cloud Planning & M3

Application supplier: Idox & NEC Software Solutions UK Limited

Contract expiry date: 30/11/2033 & 31/03/2024

***Please distinguish between the application vendor and the supplier through which the application was procured if they are not the same.**

Q3. Does your organisation use the following Microsoft products (please answer using the table below, if possible):

Product Type	Contracted Supplier	Contract end-date	Total annual contract spend
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Office 365

Azure

We confirm we do use the above Microsoft products. Services are procured under a Microsoft Enterprise Agreement which expires in 2025. To assist further, further details on this are accessible

to view on the Contracts Register. Please use the below link:

<https://www.coventry.gov.uk/contractsregister>

Q4. If your organisation uses Microsoft Office 365, how many total licences do you have? Can you please break this down into the following user types:

License type Number of licences

O365 E1 – 60 licenses

M365 E3 – 0 licenses

M365 E5 – 5500 licenses

Total user subscription licenses: 5860

Q5. Can you provide the main names and email contact for the positions below (or for the equivalent role)?

Role Name Contact Email

ICT Procurement manager

Michael Duffy

Email: michael.duffy@coventry.gov.uk

CIO/head of ICT

Paul Ward

Email: paul.ward@coventry.gov.uk

Head Of Cloud/Licencing

Adam Simmonds

Email: adam.simmonds@coventry.gov.uk

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If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

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Yours faithfully

Information Governance