

Response to:

FOI 091

August 2023

For further information contact: foi@nihe.co.uk

Enterprise Resource Planning Software Solution (ERP) & Primary Customer Relationship Management Solution (CRM) Request for Information.

I'd like to apologise for the length of this request, and how tedious it may be to handle. That being said, please make an effort to provide all of this information.

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

1. Name of Supplier: Can you please provide me with the software provider for each contract?
 2. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
 3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.
- Please also list the software modules included in these contracts.
4. Number of Users/Licenses: What is the total number of user/licenses for this contract?
 5. Annual Spend: What is the annual average spend for each contract?
 6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
 7. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

9. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

10. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

NIHE Response:

Enterprise Resource Planning Software Solution (ERP):

The organisation does not use an ERP solution. The efinancials system from Advanced is used for the core finance functions. There are a number of other systems used but these are not integrated as an overall ERP solution. A Data Analytics solution is used to extract data from various line of business systems to a single datamart. This is used for management dashboards and other data integration and data management functions.

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

The organisation does not use a specific CRM system. Case and contact management is included in the core Housing Management system (Supplier : MRI , System: HMS) which is the key line of business system for the organisation.