

Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU

Telephone: 020 7811 2700

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FOI_6203

The following information was requested on 24 September 2023:

Please respond to the following questions about your Organisation and Core Systems:

How many employees do you have?

ERP/Financial Management Systems

- *Which Enterprise Resource Planning (ERP) or Finance system do you currently use*
- *What is the value & expiry date of your current contract/licence?*
- *What are the extension options?*
- *How many users do you currently have?*
- *Do you have any plans to review (upgrade/change) this system?*

CRM

- *Which Customer Relationship Management (CRM) System do you currently use?*
- *What is the value & expiry date of your current contract/licence?*
- *What are the extension options?*
- *Do you have any plans to review (upgrade/change) this system?*

EPM/FP&A Tools

- *Which Enterprise Performance Management (EPM), Scenario Planning or Strategic Modelling system do you currently use?*
- *What is the value & expiry date of your current contract/licence? What are the extension options?*
- *Do you have any plans to review (upgrade/change) this system?*

HR & Payroll

- *Which Human Capital Management (HCM) or HR and Payroll system/s do you currently use?*
- *What is the value & expiry date of your current contract/licence?*
- *-What are the extension options?*
- *How many users do you currently have?*
- *Do you have any plans to review (upgrade/change) this system?*

BI

- *Which Analytics or Business Intelligence systems do you currently use?*
- *What is the value & expiry date of your current contract/licence? What are the extension options?*
- *Do you have any plans to review (upgrade/change) this system?*

Finally,

Do you have any plans to migrate to a fully integrated, fully cloud-based back-office system in the next two years?

Our Response

1. NHS Resolution employs 703 staff.

Questions 2 – 6 re systems in use – please refer to the table below.

	ERP / Finance system	CRM	EPM / FP&A	HR & Payroll	BI
System in use	Dynamics 365 Business Central Essential	We do not have CRM system.	We do not have EPM/FP&A tools	ESR (Electronic Staff Records)	SQL, SSRS, Power BI and Excel for reporting and analysis
Value & expiry date of contract / licence	£210,946 (initial) Expiry 30 March 2024	N/A	N/A	Centrally funded and managed by the NHS	Licencing is a part of our Microsoft agreement, and we are in a year 1 of 3-year agreement
Extension options	2 periods of 12 months (24 months in total)	N/A	N/A	N/A – we do not manage the system	As above
Number of users	122 users of Dynamics 365 Business Central Essential	N/A	N/A	31 HR and OD and Finance users however all employees have access to self-service modules. ESR system is used for payroll services provided by NHS Shared Business Service (SBS)	37
Review / change / upgrade to the system	Yes	N/A	N/A	No	Cloud migration

7. We are in the process of setting up our capabilities in the cloud which we hope to be complete by March 2026.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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