



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

November 2025
FOI_7530

The following information was requested on 3 November 2025:

Under the Freedom of Information Act, I would like to request information about the main digital systems currently used within your organisation.

Please provide a list of the main clinical, administrative, and corporate systems, excluding: standard desktop software (e.g. Microsoft Office, Outlook/email, web browsers), locally created spreadsheets, templates, or databases maintained by individual teams.

Attached is a spreadsheet for completion, for each system, please provide on a new row (where available):

- 1. System name*
- 2. Supplier/vendor*
- 3. Primary purpose / category (choose from: PAS, EPR/Clinical Records, Radiology, Pharmacy, PLICS, Finance, HR/Workforce, Risk & Governance, Other)*

If a system doesn't fit one of the listed categories, please use "Other" and provide a short note.

Our Response

Please, find our response attached below.

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 [Joanne Appleby](#), Deputy Data Protection Officer 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

<https://ico.org.uk/>

Organisation name	Organisation Code	Region	Organisation Type	Organisation HQ Postcode	System name	Supplier / vendor	Primary purpose / category	Comment
NHS Resolution		National	Other	E14 4PU	Business Central	Node4	Finance – Ledger, procurement, payroll	
NHS Resolution		National	Other	E14 4PU	Case Management Systems, CMS, EKS2, DTS, Extranet and ADMS	Dorset Software	Other - Please Comment	Legacy case management
NHS Resolution		National	Other	E14 4PU	Pega	Accenture	Other - Please Comment	Case management application for core business processes - case management, appeals, advice.
NHS Resolution		National	Other	E14 4PU	AI Doc Search	Accenture	Other - Please Comment	Search tool for case information and documents
NHS Resolution		National	Other	E14 4PU	Zendesk	Zendesk	Other - Please Comment	Ticketing management system
NHS Resolution		National	Other	E14 4PU	Jobtrain	Jobtrain	Other - Please Comment	Recruitment
NHS Resolution		National	Other	E14 4PU	WebExpenses	WebExpenses	Finance – Ledger, procurement, payroll	
NHS Resolution		National	Other	E14 4PU	Verto	Verto	Other - Please Comment	Portfolio Management software
NHS Resolution		National	Other	E14 4PU	Matrix Desk Booking	Matrix Booking Limited	Other - Please Comment	Desk and meeting room booking system for offices