



Resolution

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

Telephone: 020 7811 2700

July 2021
FOI_5101

The following information was requested on 15 June 2021:

Under the Freedom of Information Act, please could I request the following information:

- 1) Please advise what technologies (including version) you use for HR, Payroll, L&D, Finance, Procurement and Contact Centre.*
- 2) Please advise if your HR, Payroll, L&D, Finance, Procurement and Contact Centre services are outsourced to third parties, and if so, when does the contract end?*

Our Response

- 1) Please advise what technologies (including version) you use for HR, Payroll, L&D, Finance, Procurement and Contact Centre. HR and Payroll*

Please see our response to previous similar request where we have provided the information required:

[FOI 4606 corporate-software-or-enterprise-applications.pdf \(resolution.nhs.uk\)](#)

- 2) Please advise if your HR, Payroll, L&D, Finance, Procurement and Contact Centre services are outsourced to third parties, and if so, when does the contract end?*

NHS Resolution does not outsource any of the above services to third parties.

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](#), Head 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

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