

Reference Number: FOIAH2425/250
From: Commercial
Date: 07 August 2024
Subject: Business Software Systems Contract Information, including Telephony, HR, Payroll, Finance and Cyber Security

Q1 Storage & Cloud Infrastructure

- a) Does your organisation use on-premise or cloud storage or both?
- b) Please confirm the on-premise hardware manufacturer.
- c) Please confirm your cloud storage provider (AWS, Azure, Oracle, etc.).
- d) What is your annual spend on cloud storage?
- e) How do you back up your data and with whom, e.g., Backup as a Service?

A1

- a) Both
- b) Dell
- c) Azure
- d) Cloud storage costs are bundled with Office 365 E1/E3 licencing and not separated out as a separate line item for cloud storage.
- e) On-Premise - Dell Data Domain

Q2 For each of the systems, please provide the following details:

- a) System type:**
- b) Supplier name:**
- c) System name:**
- d) Date installed:**
- e) Contract expiration:**
- f) Is this contract annually renewed? - Yes/No**
- g) Do you currently have plans to replace this system? - Yes/No**
- h) Procurement framework:**
- i) Other systems it integrates with:**
- j) Total value of contract (£):**
- k) Notes - e.g., we are currently out to tender:**
- l) If this system does not exist, do you have an in-house alternative?**

A2 [Please see attached 250 FOI Response](#)

Q2

	a) System type –	b) Supplier name –	c) System name –	d) Date installed –	e) Contract expiration –	f) Is this contract annually renewed? - Yes/No	g) Do you currently have plans to replace this system? - Yes/No	h) Procurement framework –	i) Other systems it integrates with? –	j) Total value of contract (£) –	k) Notes - e.g. we are currently out to tender
Telephony	Avaya	Intercity	Avaya	Jul-15	30/04/2025	No	No	Tender as part of converged network management service procurement	Multitone Bleep System	£195,720.88	Not applicable, no comments to add
ERP (Enterprise Resource Planning)	Information not held - the Trust does not have an ERP System										
Finance & Payments	Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'. This information is available on our website, it can be found in our 2023/24 Disclosure Log, please see FOI Request Ref: 512. https://www.alderhey.nhs.uk/about/foi/disclosure-logs/										
Cyber Security	Information not held, managed in-house no system in place										
HR & Payroll	Information not held, the Electronic Staff Record (ESR) system is centrally procured by NHS England										
Finance BI and Analytics System	Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'. This information is available on our website, it can be found in our 2024/25 Disclosure Log, please see FOI Request Ref: 066 https://www.alderhey.nhs.uk/about/foi/disclosure-logs/										
IT Service Management (ITSM)	ITSM Tool	Merseyside	Sostenuto	Apr-19	Rolling 12 months	Yes	No	Information not held, managed in-house	No	£333,700	Not applicable, no comments to add