



Government Legal Department

Operations
102 Petty France
Westminster
London
SW1H 9GL

+44 (0)20 7210 3000
FOI@governmentlegal.gov.uk
www.gov.uk/gld

Ref No: FOI24_488

06/02/2024

Thank you for your email of 30 January 2024 which contained your request for information. The Government Legal Department (“GLD”) have processed your request for information under the Freedom of Information Act 2000 (“the Act”).

Request

We are currently conducting research on the IT systems employed by local governments in the UK, with a focus on Enterprise Resource Planning (ERP) and, if applicable, Customer Relationship Management (CRM) systems.

We would appreciate information on the provider(s) you are using for your ERP (e.g. ERP, Oracle, Civica, Unit4) and CRM (e.g. Microsoft, Salesforce, Workday) system. Additionally, we would highly appreciate if you could provide us with the name of the payment provider (e.g. Allpay, pay360, Adalante, Civica pay) that you are using for any kind of payments that you are doing within your department.

Response

Pursuant to Section 1(1)(a) of the Act, GLD informs you that it does not hold the information you have requested.

GLD does not employ any ERP or CRM systems of the type described.
GLD also does not process any public payments.

Your Rights

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original correspondence. Please use the contact details provided at the top of this letter in order to request an internal review relating to your original request.

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: