



The Insolvency
Service

Information Rights Team
The Insolvency Service
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www.gov.uk/insolvency-service

Our ref: FOI25/26-189
Date: 28 November 2025

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 5 November 2025 in which you requested from the Insolvency Service (the agency):

"I write to request the following information about the Insolvency Service's enterprise system contracts, for the purposes of transparency and public oversight. Please provide the following details for all your current and past contracts (over the last 5 years) relating to your core back-office or enterprise systems:

Information Requested

1. *ERP System(s)*
 - a. *Name of the ERP software solution (vendor and product name).*
 - b. *Date of implementation (when system went live).*
 - c. *Modules or functional areas covered (e.g., Finance, HR, Payroll, Supply Chain, Procurement).*
2. *Contract Details*
 - a. *Date contract was signed.*
 - b. *Duration of contract including any extension options.*
 - c. *Expiry date of the contract.*
 - d. *Annual value (or estimated annual spend) of the contract.*
 - e. *Total contract value, if different (e.g., for multi-year contracts or with SI partner).*
3. *System Integrator or Implementation Partner*
 - a. *Name of any system integrator(s) involved (if separate from vendor).*
 - b. *Scope of their role (e.g., implementation, maintenance, upgrades, change management).*
4. *Future Plans or Pipeline*
 - a. *Whether there are plans to replace, upgrade, or migrate the system (within next 3 years).*
 - b. *If yes, planned procurement timeline for the replacement.*
 - c. *Estimated budget or range for the planned replacement project.*
5. *Cluster Programme Integration (Matrix, Synergy, Unity, Defence, or other Shared Services Clusters)*
 - a. *Whether the Insolvency Service is scheduled to onboard to one of the major Shared Services Clusters.*
 - b. *If yes, which cluster, and any relevant dates or milestones.*

*c. Any known contract refresh or exit clauses to facilitate cluster migration.
If possible, I would prefer this information as a machine-readable table (e.g., spreadsheet or CSV). If any part of this request is refused, please cite which exemption(s) under the FOI Act apply and provide any non-exempt parts of the information.”*

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested, and it is attached to this email.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here:
<https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>