

27 February 2024

Dear

## **ATISN 20149 – IT Systems**

### **Information requested**

Thank you for your request which I received on 30 January 2024.

You requested:

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.

### **Our response**

1. Name of ERP System	SAP
2. Name of CRM System	Dynamics
3. Payment Provider	GOV.UK Pay ( <a href="https://payments.service.gov.uk">payments.service.gov.uk</a> )

### **Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,

Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely