

FOI – 468/2015

REQUEST AND RESPONSE

Further to your FOI request submitted earlier today, please find below the answers to your questions:

1. Housing Management (for example, Northgate Housing, Capita Academy, Orchard Housing or Civica Saffron)

Northgate

2. Housing & Council Tax Benefit (for example, Capita Academy, Civica IBS/OpenRevenues or Northgate iWorld/Anite/SX3)

Northgate

3. Customer Relationship Management (for example, KANA/Lagan, Oracle LG45, Microsoft Dynamics, SAP CRM or Northgate Front Office)

None

4. Integrated payroll & personnel (for example, MidlandHR iTrent, Northgate Resourcelink, SAP ERP, Frontier Software Chris21 or Oracle E-Business)

TeamSpirit

5. Income Management (for example, Capita AIM, Civica ICON or Northgate

Capita AIM

6. Call Logging (for example, Tiger 20/20, Datatrack Eclipse or BTS Commware)

Datatrack

7. Electronic Document Management (for example, Northgate Anite, Civica Comino, OpenText LinkLink or Idox)

Idox

8. Workflow (for example, Northgate Anite or Civica Comino, Kofax or OpenText LinkLink)

None

9. Waste Collection (for example, Mayrise, Bartec Auto ID)

None – outsourced service

10. Corporate Asset Management (for example, TechnologyForge, CIPFA IPF or Northgate Codeman)

CIPFA IPF & CAPS Uniform

11. Data analytics (for example, IBM Cognos, SAP BusinessObjects, Oracle, Tableau or QlikView)

Business Objects

12. Productivity (for example, Microsoft Office, Google Docs or OpenOffice)

Microsoft Office