Wolverhampton City Council

Response to Request for Information

Reference   FOI 101563
Date   13 October 2015

Software Applications

Request:
Please could you provide me with the name(s) of the software application(s) (or the name of the company that develops it) used in your organisation for the following functions:

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

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

3. Income Management (for example, Capita AIM, Civica ICON or Northgate PARIS)
   OLM - CareFirst
   Northgate Revenues and Benefits
   Unit 4 - Agresso

4. Call Logging (for example, Tiger 20/20, Datatrack Eclipse or BTS Commsware)
   Tiger

5. Integrated Childrens System (for example, Careworks RAISE, Northgate, Corelogic frameworki or Liquidlogic PROTOCOL)
   OLM - Carefirst

6. Waste Management (for example, P&L or Mayrise)
   Outsourced service - CONFIRM

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

   System Centre Orchestrator, Verto, Microsoft SharePoint, Agresso, Northgate, Carefirst, iDOX (following applications have workflow built-in. As a local authority we do not have a corporate workflow application).

8. Waste Collection (for example, Mayrise, Bartec Auto ID)
Outsourced service - CONFIRM

9. Libraries (for example, lorensbergs netloan, Capita TALIS, Insight Media ICAM, Axiell Galaxy or SirsiDynix)
Talis

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

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

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

If more than one application is used for these functions, please state the number of users for each application if available.

It isn't possible to identify number of users per application.