

# GREATER **LONDON** AUTHORITY

**Richard Paramo**  
**request-402565-b3598d51@whatdotheyknow.com**  
**By email**

Our Ref: **MGLA240417-9920**

28 April 2017

Dear Mr Paramo

Thank you for your request for information which the GLA received on 21 April 2017. Your request has been dealt with under the Freedom of Information Act 2000.

The GLA does not use its own ERP solution - but has access to TFL's SAP system and the London Fire Services Payroll systems (Cyborg). We do not run SAP (though we have access to TFL's SAP service) we do not use Oracle.

Our responses to your request are as follows:

## **What Applications are you running for:**

- **Finance?**  
TFL's SAP Service
- **HR?**  
ITrent
- **Payroll?**  
London Fire Services Cyborg System
- **Project?**  
MS Project (On-Line Professional)
- **CRM?**  
We do not have a CRM solution but are currently piloting the use of Microsoft Dynamics (365 Enterprise Plan)
- **Manufacturing?**  
N/A
- **Sourcing?**  
N/A
- **Invoice Scanning Tool?**  
N/A - this service is provided by TFL

- **Are you using Config Snapshot?**

No

- **What BI Tool are you using?**

Business Objects 4.1

**What versions of the above Applications are you running?**

We are not running an ERP solution - where we run the application I have described the version.

**When was your last Application upgrade?**

N/A

**Are you planning another upgrade in the next 12-18 months?**

N/A

**Do you have an Oracle support partner for applications? If so who?**

We do not use Oracle

**Do you have an SAP support partner for applications? If so who?**

No

**What kind of support is included in the contract/s (functional/technical/etc.?)**

N/A

**What is the value of the SAP application support contract and when does it end?**

N/A

**What is the value of the Oracle application support contract and when does it end?**

We have no contract

**When does the SAP and/or Oracle contracts expire?**

N/A

**Are you running any Oracle Databases, if so what versions are you running?**

N/A

**Are you running any SAP Databases if so what versions are you running?**

N/A

**What applications are being run on these Databases?**

N/A

**Are you planning another Database upgrade in the next 12-18 months?**

N/A

**Do you have an Oracle support partner for Databases? If so who?**

N/A

**Do you have an SAP support partner for Databases? If so who?**

N/A

**What is the value of the database support contract for SAP and when does it expire?**

N/A

**What is the value of the database support contract for Oracle and when does it expire?**

N/A

**Where are the databases held? Hosted, onsite/offsite?**

N/A

**If not, how many in-house DBAs do you have?**

None

**Where do you advertise any Oracle and/or SAP procurement opportunities?**

N/A

**Who is responsible for looking after the contract for the Oracle and/or SAP estate?**

N/A

**Who is responsible for looking after the licenses for the Oracle and/or SAP estate?**

N/A

**How much do you pay annually for Oracle Support & Maintenance and when does it renew?**

N/A

**How much do you pay annually for SAP Support & Maintenance and when does it renew?**

N/A

**Do you work with off-shore partners?**

We have in the past.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely

**Ruth Phillips**

Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>