



National Audit Office

The UK's independent public spending
watchdog

Switchboard +44 (0)207 798 7000

Direct Line +44 (0)207 798 7264

Email FOI@nao.org.uk

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VARIOUS SYSTEMS USED BY THE NAO

Thank you for your request of 8th August 2023 to the National Audit Office (NAO) where you have asked for information about various systems used by the organisation. Your request was considered in accordance with the terms of the Freedom of Information Act 2000 (FOIA).

I confirm that we hold the requested information within the scope of your request. Our responses have been provided in **Annex A**, under each question from your original request. **Annex B** sets out the steps you may wish to take if you are not satisfied with the way we have handled your request.

Yours sincerely

NAO FOI Team



Annex A

Request for information about 'Various systems used by the NAO'

(Details of your request are provided below along with our responses)

1. How many employees do you have?

1037

ERP

2. Which Enterprise Resource Planning (ERP) or Finance system do you currently use?

Certinia – Formerly known as Financial Force

3. What is the value & expiry date of your current contract/licence? What are the extension options?

£372K inc VAT, covers ERP and Finance system

Expiry: Q1 2024 without the optional years

2 years Plus two single year extensions

4. Do you have any plans to review (upgrade/change) this system?

No

CRM

5. Which Customer Relationship Management (CRM) System do you currently use?

We do not have a CRM system

6. What is the value & expiry of your current contract/licence? What are the extension options?

N/A

7. Do you have any plans to review (upgrade/change) this system?

N/A

SCM

8. Which Supply Chain Management (SCM) System do you currently use?

We do not have a SCM system

9. What is the value & expiry date of your current contract/licence? What are the extension options?

N/A

10. Do you have any plans to review (upgrade/change) this system?

N/A

EPM

11. Which Enterprise Performance Management (EPM), Scenario Planning or Strategic Modelling System do you currently use?

Certinia – Formerly known as Financial Force

12. What is the value & expiry date of your current contract/licence? What are the extension options?

£372K inc VAT, covers ERP and Finance system

Expiry: Q1 2024 without the optional years

2 years Plus two single year extensions

13. Do you have any plans to review (upgrade/change) this system?

No

HR & Payroll

14. Which Human Capital Management (HCM) or HR and Payroll system do you currently use?

Midland HR & XCD

15. What is the value & expiry date of your current contract/licence? What are the extension options?

Midland HR

£32k inc VAT per annum

Expiry: Q4 2023, without the optional years

24 months plus two-year extensions

XCD

£91k inc VAT per annum

Expiry: Q1 2024, without the optional years

2 Years plus two single year extensions

16. Do you have any plans to review (upgrade/change) this system?

Yes to both contracts

BI

17. Which Analytics or Business Intelligence Systems do you currently use?

Microsoft Power BI and Tableau

18. What is the value & expiry date of your current contract/licence? What are the extension options?

Microsoft Power BI

£75k inc VAT per annum

Expiry: Q1 2023

12-month contract

Tableau

£110,000

Expiry: 30/09/2024 - 24-month contract

no extensions

19. Do you have any plans to review (upgrade/change) this system?

Microsoft Power BI: No

Tableau: Yes

20. Do you have any plans to migrate to a fully integrated, fully cloud-based back-office system in the next two years?

We have an integrated system on Microsoft 365

Annex B

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP.

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: www.ico.org.uk/foicomplaints. Alternatively, you can contact the ICO at [Contact us | ICO](#) or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.