

Freedom of Information Request	FOI 23-351	10 th August 2023
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The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

**Primary Customer Relationship Management Solution (CRM):
For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.**

1. Name of Supplier: Can you please provide me with the software provider for each contract?

The Health Board uses the CRM software 'Oracle'. The contract is held by Velindre University NHS Trust on behalf of all Health Boards in Wales. The Health Board does not hold details of the contract for the software used, and we suggest contacting [Velindre University NHS Trust](#) for further information.

2. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.

Please refer to Q1.

3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

Please refer to Q1

4. Number of Users/Licenses: What is the total number of user/licenses for this contract?

Please refer to Q1

5. Annual Spend: What is the annual average spend for each contract?

Please refer to Q1

6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.

Please refer to Q1

7. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

Please refer to Q1

8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

Please refer to Q1

9. Contract Review Date: What is the review date of this contract?

Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

Please refer to Q1

10. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

Please refer to Q1