

[REDACTED]  
[REDACTED]  
Date: 20 February 2025  
Reference: F0007242

Dear [REDACTED]

Thank you for your request of 11 February 2025, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

**A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main**

*ERP system and may include service support, maintenance and upgrades.*

**B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main**

*CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firm step*

**C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main**

*HR/payroll system and may include service support, maintenance and upgrades. In some cases, the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resource link.*

**D. The organisation's primary corporate Finance Software Solution-this is the organisation's main**

*Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP*

*In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.*

*For each of the categories above can you please provide me with the relevant contract information listed below:*

1. *Software Category: ERP, CRM, HR, Payroll, Finance*
2. *Name of Supplier: Can you please provide me with the software provider for each contract?*
3. *The date in which these applications were implemented*
4. *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's name again please provide me with the actual software name.*
5. *Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.*  
*Please also include any modules included within the contract as this will support the categories you have selected in question 1.*
6. *Number of Users/Licenses: What is the total number of user/licenses for this contract?*
7. *Annual Spend: What is the annual average spend for each contract?*
8. *Contract Duration: What is the duration of the contract please include any available extensions within the contract.*
9. *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.*
10. *Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*
11. *Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.*
12. *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).*

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA holds information within scope of the above request; if I may I shall each of your points in turn:

**Enterprise Resource Planning Software Solution (ERP):**

Combination of Success Factors & Business by Design

**Primary Customer Relationship Management Solution (CRM):**

Microsoft Dynamics 365

**Primary Human Resources (HR) and Payroll Software Solution:**

SAP SuccessFactors + ePayfact

**The organisation's primary corporate Finance Software Solution:.**

SAP Business by Design

**1. Software Category:** ERP, CRM, HR, Payroll, Finance

ERP, CRM, HR, Payroll, Finance

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

- ERP – SAP
- CRM – Microsoft
- HR – SAP
- Payroll - CGI
- Finance - SAP

**3. The date in which these applications were implemented**

- ERP – SAP 17/09/2022
- CRM – Microsoft 01/04/2021
- HR – SAP 17/09/2022
- Payroll – CGI 17/09/2022
- Finance – SAP 17/09/2022

**4. 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.

- ERP – SuccessFactors & Business by Design
- CRM – Dynamics 365
- HR – SuccessFactors
- Payroll - ePayfact
- Finance – Business by Design

**5. 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.

- ERP/HR/Finance systems plus support are all procured via a supplier - PA Consulting. They are responsible for communicating with SAP and support partners.
- CRM – Purchased via our Microsoft reseller - Softcat

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

- ERP – Business By Design – 869 licences
- SuccessFactors – 1600 users
- CRM – Dynamics 365 Team member licenses – 660.
- HR - detail as per ERP response
- Payroll – 19 user licenses
- Finance – detail as per ERP response

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

- ERP – Business by Design - £226,213.21; SuccessFactors - £358,921.89
- CRM – include in our Enterprise Agreement costs.
- HR – SuccessFactors - £358,921.89
- Payroll – ePayfact – £467,616
- Finance – Business by Design - £226,213.21

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

- ERP – SuccessFactors – 3 years; Business by Design – 1 year.
- CRM – 3 year agreement.
- HR – detail as per ERP response
- Payroll – 2 year contract with an option to renew for a further 24 months.
- Finance – detail as per ERP response

**9. 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.

- ERP – 17/09/2022 for both SuccessFactors and Business by Design.
- CRM – 01/11/2024
- HR – 17/09/2022
- Payroll – Q1 2021
- Finance – 17/09/2022

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

- ERP – Quarter 3 2025 for SuccessFactors; Quarter 3 2025 for Business by Design.
- CRM – Quarter 1 2027
- HR – Quarter 3 2025
- Payroll – Quarter 4 2024
- Finance – Quarter 4 2025

**11. 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.

- ERP – Quarter 2 2025 for SuccessFactors; Quarter 2 2025 for Business by Design.
- CRM – Quarter 4 2025
- HR – Quarter 2 2025
- Payroll – Quarter 4 2024
- Finance – Quarter 2 2025

**12. 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).

The information you are requesting, namely contact details of a specific individual, is exempt by way of section 40(2) of Freedom of Information Act since disclosure of this information would breach current data protection legislation the individual concerned has not consented to their personal data being disclosed. The management of the contracts, however, falls within the remit of our procurement team, I can provide contact details for the team in general:

Email:[procurement@caa.co.uk](mailto:procurement@caa.co.uk).

Website: How and what we buy | Civil Aviation Authority ([caa.co.uk](http://caa.co.uk))

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

[FOI.Requests@caa.co.uk](mailto:FOI.Requests@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out below. A request for an internal review should be submitted within 40 working days of the date of this letter.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at FOI - Freedom of Information (caa.co.uk).

Yours sincerely  
**Communications & Engagement Team**  
Information Rights Specialist  
Civil Aviation Authority

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*At the CAA we respect agile working so, while it suits me to send this now, I do not expect a response or action outside of your own working hours.*

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#### **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;

- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.