



Our ref: ATISN 20313  
Date: 3 April 2024

Dear \_\_\_\_\_,

### **ATISN 20313**

Thank you for your request which was received on 5 March 2024. You asked for the following information, and I have provided a response under each question:

- 1. What software do you use for your payroll, hr and finance solutions, how much annually do you spend on each, when does each contract expire?*

We have a contract with CGI for a semi-managed payroll service. The software used is ePayfact. The contract for this service expires on 30 November 2026 and the annual spend is approximately £263,000.

We have two HR software platforms. One covering recruitment application tracking and one covering wider HR information.

The software used for the application tracking system is Oleeo's Recruit and Engage: Central Government (ATS & CRM). The annual costs can vary, for 2024-25 the figure is expected to be around £140,000. This includes transitional dual running costs as we embed upgrades. The Oleeo contract expires on 2 March 2026.

The software used for the HR information system is Microsoft Dynamics 365 Finance and Operations. The annual licence costs can vary, for 2024-25 the figure is expected to be around £400,000. The HR Information system has recurrent licencing costs.

Our finance software is SAP. The SAP contract expires in December 2026 and the annual spend is £309,962.

- 2. Do you manage your payroll in-house or do you outsource it if so, who do you outsource it to?*

We operate a semi-managed payroll service, with CGI as our provider.



3. *How many people do you pay each month using your payroll solution?*

We pay 6,500 employees through our payroll solution each month. The majority of these are Welsh Government staff but we also provide a payroll service for three other bodies, Estyn, Qualifications Wales and the Welsh Revenue Authority.

4. *How many pensioners do you pay using your payroll solution?*

We do not pay pensioners using our payroll solution.

5. *Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?*

Yes, we do use the Microsoft Power Platform technologies.

6. *What is the employee count at the Welsh Government?*

As at 29 February 2024 we have 6142 employees - 5744 permanent and 398 temporary.

7. *Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?*

We provide payroll services for Estyn, Qualifications Wales and the Welsh Revenue Authority.

8. *Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?*

In respect of our HR, finance and payroll services we periodically contract with industry specialists; but these are time bound contracts for specific purposes. Currently we have an active time bound contract to support a digital change programme.

The SAP system has a support contract in place with Capgemini. The Pobl system has a support contract in place with Inciper.

9. *Who at the Welsh Government is the head of service for HR and Payroll software or services and what is their role?*

The head of service for HR is Sally-Ann Efstathiou, Deputy Director, HR Planning and Delivery. Management of our payroll contract sits in the Pay and Reward team within Sally-Ann's division.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ  
or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely