



Response Date: 24/04/2024

2024/374 - Software

In response to your recent request for information regarding;

The maintenance systems and associated software used within the force.

Specifically, I would like to request the following information:

- **The name(s) of the software used for maintenance management systems (Typically known as CMMS, EAM, Asset Management, Facilities Management) within the force.**

Estate Suites Maintenance Contract by 3i Studio Ltd.

- **The number of users licensed to use the maintenance management system software.**

Licenses are not user specific so could be 5000+ users registered to the system, users with current to the v10 helpdesk is 6, but also the on-station loggings should be included so probably a total of around 100 users currently.

- **The annual cost associated with the maintenance management system software.**

£5,040.00 per year for the 2024/25 licences.

- **The individual or department responsible for managing and overseeing the maintenance management system software.**

Administration & Helpdesk Manager, Facilities Management Department.

- **The expiration date of the current contract(s) for the maintenance management system software.**

Rolling Annual Licence – currently from 30.04.23 to 29.04.24. No plans to move away from this system.

Additionally, I would also like to request information regarding the following:

- **The software used to manage the allocation of equipment within the force.**
E-Financials.

- **The software used for maintaining buildings, vehicles, PPE, firearms etc.**
Buildings system is the Estate Suites Maintenance Contract by 3i Studio Ltd.
Vehicles is the Traman system.

- **The software used for registering accidents or damages within all equipment or assets owned or leased within the force.**
Health & Safety incidents reported through the Force's SharePoint site which is an inhouse system for managing health and safety.

- **How failures of equipment, machinery, vehicles, and supplies are logged within the force.**

Buildings is via the Estate Suites Maintenance Contract by 3i Studio Ltd.

Vehicles is the Traman system.

- **Name of software used to ensure equipment, machinery and any other items are fit for use for example periodic testing and calibration, for example fire extinguishers, PPE & vehicles.**

Buildings system is the Estate Suites Maintenance Contract by 3i Studio Ltd.

Vehicles is the Traman system.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 16/04/2024