



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date: 23/02/2026

2026/182 - HR Enterprise Resource Planning (ERP)

In response to your recent request for information regarding;

- 1. What Financial and HR Enterprise Resource Planning (ERP) system or systems are currently used by your authority?**
- 2. For each ERP system identified, what are the contract start and contract end dates, including any extension options where known?**
- 3. Was the implementation of the ERP system undertaken directly with the software supplier, or through a third party implementation partner?**
- 4. If an implementation partner was used, please provide the name of the partner organisation.**

System	Start	Expiry	Supplier	Direct award with the supplier
Payroll & HR System	25/09/2021	25/09/2026	Zellis UK Ltd	Yes
Finance System	01/04/2022	31/03/2027	Advanced Business Solutions	Yes

- 5. How does your authority collect payments from individuals, for example council tax, business rates, fines, rents, waste services, licensing, or similar charges?**
- 6. What payment platform or system is currently used to facilitate these payments?**
- 7. How was the payment platform procured, for example via a public sector framework, open tender, or direct award?**
- 8. What are the contract start and contract end dates for the payment platform, including any extension options where known?**

We do not collect council tax, business rates, fines, rents etc. Unlike many local authorities the force does not have an online payment platform, majority of costs are invoiced, exceptions would be in areas such as Firearms Licensing, Go Safe fines where applicants can pay via cheques, bank transfer, or debit/credit card via third party providers.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 19/02/2026

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