



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date: 29/05/2026

2026/558 - Back office systems

In response to your recent request for information regarding;

I'd like to request information in relation to which back office systems your force is currently using. I'm looking for information specifically on the following:

ERP System

HR System

Finance System

Pensions System

Any other back-office technology

For each system, where possible, can you share the technology being used and which supplier is delivering it?

Contract Title	Supplier Name	Category	Categorisation
DMS Duty Management System	TotalMobile Ltd	Corporate Services	Services
E Procurement System	In-Tend Ltd	IT	Licences
E-Recruitment Solution (All Wales)	Oleeo Ltd	IT	Licences
Finance System	Advanced Business Solutions	IT	Licences
Payroll & HR System	Zellis	IT	Licences
Pensions Administration Services	XPS Administration Limited (prev. Kier & Mouchel)	Finance	Services

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 27/05/2026

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
Making North Wales the safest place to live, work and visit in the UK