

8 July 2022

### Request under The Freedom Of Information (Scotland) Act 2002

Thank you for your Freedom of Information request dated 13 June 2022, in which you requested the following information. I have input our response after each question:

- Are you running an Oracle or SAP ERP solution?  
**Yes**
- If so, what version are they currently running on and which modules are you using?  
**Oracle cloud ERP and HCM**
- Are you planning to upgrade in the next 12-18 months?  
**No**
- Do you have plans to move to a SAAS model?  
**N/a**
- Do you have plans to migrate your current ERP to a cloud solution?  
**N/a**
- Do you run oracle databases?  
**Yes**
- If so what versions, are you planning an upgrade in the next 12 – 18 months?  
**Oracle Database Enterprise Edition. No planned upgrade**
- Do you own perpetual Oracle licences, do you pay oracle directly or through a shared service or other framework?  
**Procured through Government Framework. Licences purchased through insight.**
- Do you own perpetual sap licences, do you pay sap directly or through a shared service or other framework?  
**N/a**
- What is the value of the sap support contract and when does it renew?  
**N/a**
- What is the value of the oracle support contract and when does it renew?  
**£70,560 paid for annual support. Re-tender due by March 2023**
- Who is commercially responsible for looking after the contract for the oracle and/or sap renewals?  
**Michelle Lavery – Head of Corporate Governance and Performance**
- Do you currently work with any sap or oracle third party support providers?  
**Evosys. Cost of support detailed above**

We hope this information is helpful to you. If, however, you are not satisfied with our response or the manner in which we have dealt with your application, you may in the first instance contact our Chief Executive, Malcolm Roughead, whose contact details are set out below:

Mr Malcolm Roughead  
Chief Executive  
VisitScotland  
Ocean Point One  
94 Ocean Drive  
Edinburgh, EH6 6JH  
Telephone: 0131 472 2201  
Fax: 0131 472 2223  
E-mail: [malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com)

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording), and be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.

If you are still not satisfied with our handling of your application after we have responded to your request for a review, you have a right to apply to the Scottish Information Commissioner for a decision on whether we have dealt with your request in accordance with the Act.

The Scottish Information Commissioner may be contacted at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews, Fife  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.

Yours sincerely,  
Government and Parliamentary Affairs Executive  
VisitScotland