

HAMPSHIRE COUNTY COUNCIL

Decision Record

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| Decision Maker: | Executive Member for Policy & Resources |
| Date: | 27 October 2020 |
| Title: | SAP Hybris and C4C Software Renewal |
| Report From: | Director of Corporate Resources |
| (Summary of an Exempt Decision) | |

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1. The decision:

1.1. That funding authority is given to allow IT to renew the SAP Hybris and C4C (Cloud for Customer) software licensing for five years as the second part of a fifteen-year plan.

2. Reasons for the decision:

- 2.1. The SAP Hybris/C4C system provides a contact management platform used to provide prompt and efficient service to our customers and our partner organisations. This is essential to be able to capture, route, resolve and analyse customer contact request in a timely manner.
- 2.2. In 2015 SAP Hybris/C4C was selected from a pool of market leading software platforms following a detailed tender process. At this time, it was approved to run this solution for fifteen years but only commit to a five year spend to protect us against changes to service requirements. An option to extend on the same terms was included.
- 2.3. The initial five-year funding approval comes to an end in December 2020 and this paper seek approval to extend the deal and procure the next five years ending in December 2025.

3. Other options considered and rejected:

- 3.1. There are alternative software solutions which could provide this functionality; however, this option has been rejected because:
- 3.2. A migration to an alternative software provider would be cost prohibitive and the very disruptive to all organisations in the Shared Services Partnership

3.3. The investment in the SAP Hybris and C4C platform has already been through a detailed tender process as part of a 15-year strategic plan which was approved in 2015.

4. Conflicts of interest:

4.1. Conflicts of interest declared by the decision-maker: None

4.2. Conflicts of interest declared by other Executive Members consulted: None

5. Dispensation granted by the Conduct Advisory Panel:

5.1. None

6. Reason(s) for the matter being dealt with if urgent:

6.1. Not applicable

7. Statement from the decision maker:

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| Approved by: | Date: |
| ----- Councillor Keith Mans Executive Member for Policy and Resources | 27 October 2020 |