

| Software Name | Description | In Use (as at 14/06/10) | Software Procurement Date | Software Procurement Cost | Hardware Procurement Cost | Implementation Cost 2007 | Implementation Cost 2008 | Implementation Cost 2009 | Implementation Cost 2010 |
|----------------------------|--|-------------------------|---------------------------|---------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Siebel CRM | Customer relationship management system | Yes | Jun-08 | £195,000 | £10,000 | £0 | £550,000 | £446,000 | £25,000 |
| Kofax | Document scanning solution | Yes | May-07 | £25,000 | £2,000 | £0 | £15,000 | £3,000 | £0 |
| Crystal Reports | Enterprise reporting solution | Yes | Mar-07 | £23,000 | £0 | £0 | £0 | £0 | £0 |
| BeCrypt | Disk encryption and security software | Yes | Jan-08 | £13,000 | £0 | £0 | £0 | £0 | £0 |
| Immediacy | Website content management system | Yes | Nov-08 | £32,000 | £2,000 | £0 | £46,000 | £35,000 | £0 |
| Regulatory Returns Website | Website development to capture online Regulatory Returns | Yes | Sep-07 | £0 | £0 | £32,000 | £0 | £0 | £0 |
| Microstrategy | Business intelligence tool | Yes | Sep-08 | £30,000 | £2,000 | £0 | £24,440 | £0 | £0 |
| Veritas | Backup and recovery solution | Yes | Jan-09 | £14,000 | £0 | £0 | £0 | £0 | £0 |
| Enterprise Risk Assessor | Risk assesment system | No | Jan-08 | £32,000 | £2,500 | £0 | £8,000 | £0 | £0 |
| QAS | Integrated postcode and address validation | Yes | Jul-08 | £22,000 | £0 | £0 | £5,000 | £0 | £0 |