

**Request for information under the Freedom of Information Act – 2021.989
Released – 11 November 2021**

Thank you for your email received 1 November 2021 requesting information regarding Primary Customer Relationship Management Solution (CRM).

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

- 1. Name of Supplier: Can you please provide me with the software provider for each contract?***
- 2. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.***
- 3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.***

Please also list the software modules included in these contracts.

- 4. Number of Users/Licenses: What is the total number of user/licenses for this contract?***
- 5. Annual Spend: What is the annual average spend for each contract?***
- 6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.***
- 7. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.***
- 8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.***
- 9. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.***

Chairman John Goulston Chief Executive Paul Bentley

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10. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

We have made enquiries with our IT Department who have advised that the Trust does not have any software that has a CRM; therefore we do not hold any information pertinent to your request.