

1. The name or brand of your current CRM (Customer Relationship Management) system

Achieve Service which is supplied by Firmstep (we also use Achieve Forms used on the website and intranet)

2. Do you plan to change it within the next 24 months or use complementary solutions to deliver on your digital strategy?

Not planning on changing this.

3. Do you have a Digital Transformation Strategy at your council? If Yes can you provide the name of the person running this project: No
4. Is your CRM (Customer Relationship Management) GDPR compliant or will you have to undertake an upgrade or additional work for this?

Work is underway to check this via ICT and the GDPR team

Approximately how much does it cost to run your existing CRM per year factoring in support, amortised upgrades and hardware and internal administration costs?

CRM costs are £62k p.a. which includes support and maintenance. We do have some internal administration and support costs however these are spread across several areas of the business ICT, Digital, CSC and BSC. From a CSC perspective I'd estimate this is around £30-40k p.a.

5. What is the name and contact details of the person who is responsible for ensuring you comply with GDPR (General Data Protection Regulations)?

The Council has an Information Governance Improvement Programme, the Programme Manager for which is Caroline Agnew (t: 0115 9773760 | e: caroline.agnew@nottsc.gov.uk)