

Reference: IR883

Date issued: 16 August 2023

CRM Software

I am writing to respond to your email of 21 July 2023 in which you requested information about Customer Relationship Management (CRM) software. I have set out our responses to your questions in the word document attached, as requested, as well as below.

1. Does your organisation use Customer Relationship Management (CRM) software? (Example: HubSpot, Salesforce, Dynamics, Other, etc.)

No

2. If yes, please specify which CRM(s) are used by your organisation:

Not applicable

3. What licence level/subscription does your organisation have?

Not applicable

4. What is the annual cost of your CRM system(s)?

Not applicable

5. List any job roles by (job title) within your organisation that communicate with contacts via the CRM(s) system?

Not applicable

6. Does your organisation work with any external agencies to manage the CRM?

Not applicable

7. Does your CRM integrate with other systems within your organisation? (Example: finance systems, Other CRM Systems, etc.)

Not applicable

8. If yes, please specify which other systems your CRM(s) are integrated with:

Not applicable

Yours sincerely,

Information Officer