Replacement of Contact Centre Software

EXECUTIVE MEMBER: Councillor E Woodburn
LEAD OFFICER: Jane Salt, Head of Customer Services
REPORT AUTHOR: Jane Salt, Head of Customer Services

Summary and Recommendation: To review the options to replace the customer relationship management system in accordance with the report in Part II of this agenda

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1. INTRODUCTION

1.1 With the changing demands on Copeland Borough Council's contact centre there is a need to review the requirements of the customer relationship management system.

2. ARGUMENT

2.1 There is an opportunity for Copeland Borough Council to replace the existing customer relationship management system, the details of which are in Part II to this agenda.

2.2 Due to the unique nature of a product that is available to us it provides an opportunity to introduce new software that will make it easier to integrate with our back office systems.

3. CONCLUSIONS

3.1 To develop a project plan for the investigation into the suitability of the preferred supplier for a replacement customer relationship management system

4. FINANCIAL AND HUMAN RESOURCES IMPLICATIONS (INCLUDING SOURCES OF FINANCE)

4.1 As detailed in Part II

5. PROJECT AND RISK MANAGEMENT

5.1   Any risks to the project will be minimised by having a dedicated project manager and a detailed project plan.

6.   IMPACT ON CORPORATE P[LAN

6.1   The Corporate plan identifies priority areas including achieving transformation, this project would positively contribute to this as well as achieving a reduction in the revenue budget.

List of Appendices
None

List of Background Documents:
List of Consultees: Leader, Corporate Team

CHECKLIST FOR DEALING WITH KEY ISSUES

Please confirm against the issue if the key issues below have been addressed . This can be by either a short narrative or quoting the paragraph number in the report in which it has been covered.

Impact on Crime and Disorder	By improving the CRM CBC could hold a central database of all its customers
Impact on Sustainability	N/A
Impact on Rural Proofing	N/A
Health and Safety Implications	An accurate central database available to all would improve information available about our customers
Impact on Equality and Diversity Issues	An accurate central database available to all would improve information available about our customers to ensure equal treatment available to all
Children and Young Persons Implications	N/A
Human Rights Act Implications	An accurate central database

Please say if this report will require the making of a Key Decision   NO