
From: Enquiries <enquiries@ssro.gov.uk>

Sent: 25 July 2023 11:17

To: [REDACTED]

Cc: [REDACTED] Enquiries <enquiries@ssro.gov.uk>

Subject: RE: FOI Request for CRM

Dear [REDACTED]

Thank you for your FOI request, allocated reference RFI 080 and received on 21 July.

I can confirm that the answer to your first question (“Does your organisation use Customer Relationship Management (CRM) software? (Example: HubSpot, Salesforce, Dynamics, Other, etc.)” is that the SSRO **does not** use CRM software. My understanding is that you therefore do not require us to complete your other questions, but please let me know if I have misunderstood.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to: John Russell, c/o Enquiries, enquiries@ssro.gov.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk.

Kind regards,

[REDACTED]

Enquiries
Single Source Regulations Office
G51/G52
100 Parliament Street
London SW1A 2BQ
: **020 3771 4764**

From: [REDACTED]

Sent: 21 July 2023 15:10

To: Enquiries <enquiries@ssro.gov.uk>

Cc: [REDACTED]

Subject: FOI Request for CRM

Dear Sir/Madam,

I am writing to you under the Freedom of Information Act 2000 to request the following information:

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

- Yes
 - No
2. If yes, please specify which CRM(s) are used by your organisation:
 - HubSpot
 - Salesforce
 - Dynamics
 - Other (Please specify)
 3. What license level/subscription does your organisation have?
 4. What is the annual cost of your CRM system(s)?
 5. List any job roles by (job title) within your organisation that communicate with contacts via the CRM(s) system?
 6. Does your organisation work with any external agencies to manage the CRM?
 7. Does your CRM integrate with other systems within your organisation? (Example: finance systems, Other CRM Systems, etc.)
 - Yes
 - No
 8. If yes, please specify which other systems your CRM(s) are integrated with:

Please provide the information in the form word document.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.

If you have any queries, please don't hesitate to contact me via email or phone, and I will be very happy to clarify what I am asking for and discuss the request.

Thank you for your time, and I look forward to your response.

Best Regards,

[REDACTED]

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