

Committee: OPERATIONS
Date: 23 MARCH 2006
Title: NORTHGATE FRONT OFFICE CUSTOMER
RELATIONSHIP MANAGEMENT SYSTEM –
CORPORATE LICENCE
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Summary

This report confirms the action taken in accordance with the council's Financial Regulations, Standing Orders and new constitution in upgrading the Northgate Front Office customer relationship management (CRM) system licence from 20 users to unlimited user access.

Recommendations

That the committee approves this course of action.

Background Papers

Integrated Customer Management project file.

Financial Regulations and Standing Orders

<http://intranet/intranet/official+stuff/financeregswhole.pdf>

Impact

Communication/Consultation	There are no specific communication or consultation implications contained in this report
Community Safety	There are no specific community safety implications contained in this report
Equalities	There are no specific equalities implications contained in this report
Finance	Please refer to paragraph 2 and 6 of this report
Human Rights	There are no specific human rights implications contained in this report
Legal implications	Please refer to paragraph 3 and 4 of this report

Integrated Customer Management

Operations Committee

Ward-specific impacts	All
Workforce/Workplace	Upgrade will enable more staff to access the CRM system.

Situation

1. The Northgate Front Office CRM system was purchased with a licence for 20 users. As a result of the decision to implement a customer service centre in November 2006, more than 20 users will need access to the system.
2. The cost of the upgrade is as follows: -

Description	Revenue	Capital
Existing agreement (inc 20 Users) Base Software		£58,000
Front Office Site Licence – Unlimited Use		£115,000
Up-graded Maintenance cost	£28,750	
Acknowledgement of previous maintenance charge	(£10,000)	
TOTAL	£18,750	£57,000

3. The council's Financial Regulations and Standing Orders (KK12) explain the exceptions to the requirements of competition. This is an upgrade to allow additional, unlimited user access and as such the licence has to be compatible with the existing CRM system. The purchase therefore falls within KK12 (1) (a) and (d).
4. The new constitution (part 4 paragraph 2), which came into effect on 14 December 2005, gives delegated powers to Executive Managers to obtain the approval from the relevant Committee chairman to take any action, which would normally require Committee approval, and to submit a report to a meeting of that Committee.
5. Approval by the Operations Committee chairman was given on 14 December 2005 to the Northgate Front Office licence upgrade.
6. The capital expenditure has been met from the 2005/06 Capital Programme. The revenue expenditure will be included in the overall 2006/07 budget as revised during progression of the project.