

Request 6416

(SCDC) Corporate citizen facing self-service customer portal

- 1) Does the organisation have a corporate citizen facing self-service customer portal? (Yes or No. If yes, please provide:
- 2) The name of the company that provides the associated solution?
- 3) The start and end date of the contract?
- 4) The annual contract value?
- 5) The post title, name, job title and email address of the person within the organisation responsible for overseeing the solution?
- 6) If you do not currently have a corporate citizen facing self-service customer portal, is this something your organisation is currently considering?

Response

- 1) Does the organisation have a corporate citizen facing self-service customer portal? Yes
- 2) The name of the company that provides the associated solution? IEG4
- 3) The start and end date of the contract? Start August 2018, End August 2021
- 4) The annual contract value? £80k/organisation
- 5) The post title, name, job title and email address of the person within the organisation responsible for overseeing the solution? For HDC - Chief Operating Officer, John Taylor, John.taylor@huntingdonshire.gov.uk
For SCDC Interim Director, Susan gardner-craig, Susan.GardnerCraig@scambbs.gov.uk
- 6) If you do not currently have a corporate citizen facing self-service customer portal, is this something your organisation is currently considering? N/A