

Response to:

FOI 092

August 2023

For further information contact: foi@nihe.co.uk

Request: Does your organisation use Customer Relationship Management (CRM) software?

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.

NIHE Response:

The organisation does not use a specific CRM system. Case and contact management is included in the core Housing Management system (Supplier : MRI , System: HMS) which is the key line of business system for the organisation.