

## **Request**

- 1. Do you have an API management platform?
  - (a) if so who is supplying it?
  - (b) what is the annual cost?
  - (c) when does the contract end?
  - (d) what was the contract value?
  - (e) Who is the supplier?
- 2. Do you have RPA (Robotic processing Automation)?
  - (a) if so who is supplying it?
  - (b) what is the annual cost?
  - (c) when does the contract end?
  - (d) what was the contract value?
  - (e) Who is the supplier?
- 3. What is your CRM(s)?
- 4. Can we request the staff names and direct contact details involved in each of the points stated above

## Response

No, we do not currently have an API management platform.

No, we do not have an RPA platform. This is currently within the scope of an active procurement for the wider IT managed services.

Our CRM solution is provided by Jadu. The name of the software is Jadu CXM (Customer Experience Management) digital self-service platform – MyAccount, XFP forms and case management.

The council will not release details of persons lower than third tier. The staff member with overall responsibility/remit for the above is:

James Winterbottom

Director – Digital, Leisure & Wellbeing
Email : J.Winterbottom@wigan.gov.uk