



## Freedom of Information Request FOI 22 95

### Service software

#### Query and response:

Please can you provide the following information, under the Freedom of Information Act.

1) Which software, if any, does the Trust use to process the following information requests:

a) FOI requests

**Office 365 and all of its functionality**

b) EIR requests

**Office 365 and all of its functionality**

c) DSAR requests

**Office 365 and all of its functionality**

d) Complaints

**Lotus Notes**

e) Compliments

**Lotus Notes**

f) The processing or management of Safeguarding cases

**Office 365 and all of its functionality**

2) Who provides this software?

**Lotus notes is provided by Intec Systems Limited**

**Office 365 by Phoenix Software Limited**

3) What does it cost the Trust annually?

**Lotus Notes £28,933.33**

**Office 365 £364,574.36**

Information/Detail accurate on the date provided: 17, November 2022