



HMCPSI

HM Crown Prosecution
Service Inspectorate

HM Crown Prosecution Service Inspectorate
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<http://www.justiceinspectors.gov.uk/hmcpsi/>

FOI Request

Thank you for your Freedom of Information received 21st July. In your request you asked for the following information.

1. 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:

I can confirm that we do not hold any information in the scope of this request.

As part of our duty to provide advice and assistance, HMCPSI is a small government department of 25 staff and as such we have a shared service agreement with another larger department who provide our IT services.

If you are dissatisfied with any aspect of our response to your request, please send full details within two calendar months of the date of this email and send to the below email address: info@HMCPSI.gov.uk

You also have the right to ask the Information Commissioner to investigate any aspect of your complaint. Please note that the Information Commissioner's Office (ICO) is likely to expect the internal complaints procedures to have been exhausted before beginning an investigation.