

Under the Freedom of Information Act, I would like to request information covered under the points:

1. Details of the document management/workflow system you use broken down by supplier;

**Clarified.**

For your reference the term Document Management/Workflow Systems refers to the systems you use to track, manage and store documents and reduce paper (document management) and the systems and or processes you use to manage your repeatable, day to day tasks (workflow).

A1. C- Cube

2. The original date of purchase or contract start date(s) for your document management/workflow system;

**Clarified.**

**A Software Solution is a software deployment model that allows the users to access a specific application or module that is hosted by the vendor as needed.**

**An app is an application downloaded by a user to a mobile device that is link to your managed print devices eg your printer that allows candidates to work remotely but also increase productivity by being able to connect applications for a computing device to a printer.**

**The software and apps question is relating to the solutions you use in relation to document management.**

A2. Original software purchased on 1st May 2005

3. Details of how you digitise your documentation whilst ensuring that information is GDPR compliant;

**Clarified.**

**Document storage is in relation to either digital or physical storage**

A3. Scan with C Cube

4. Details of expenditure on document management for the year 2016, 2017 and 2018 broken down by supplier;

A4. See below:

1/5/18 – 30/4/19            £39,480.30

1/5/17 – 30/4/18            £77,665.44

1/5/16 – 30/4/17            £73,476.89

5. Details of your document management/workflow contracts due to expire up until 2020, broken down by supplier and date;

A5. Software maintenance contract runs from 1st May 2019 to 30th April 2020 – maintenance support provided by C-Cube Solutions

6. If relevant, what is the cost of your annual support and maintenance for the year 2016, 2017 and 2018 for your document management/workflow systems;

A6. Not applicable refer to Q4

7. Details of software solutions/apps you use broken down by supplier;

A7. C-cube

8. The original date of purchase or contract start date(s) for your current document management/workflow system;

A8. Not applicable refer to Q2

9. Details of expenditure on software solutions and apps for the year 2016, 2017 and 2018 broken down by software solutions supplier;

A9. Not applicable refer to Q4

10. Details of software and app contracts due to expire up and until 2020, broken down by supplier and date;

A10. Not applicable refer to Q2

11. If relevant, what is the cost of annual support and maintenance for the year 2016, 2017 and 2018 for your software solutions and app contracts;

A11. Not applicable refer to Q4

12. Details of your main challenge in regards to efficient document management;

A12. The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

13. Details of expenditure for document storage for the year-2016, 2017 and 2018 broken down by date and storage method;

A13. Not applicable refer to Q4

14. Details on how you capture and retract important information from scanned/digital documents along with the software and supplier used.

A14. C Cube scanned documents

We look forward to hearing from you with the above information within the required time frame.

Yours faithfully

A.Martin

Annie Martin

**Business Development Executive**

**Pinnacle Document Solutions Ltd**

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