(CCC) API management platform

I am requesting information on the following:

Do you have an API management platform?
if so who is supplying it?
what is the annual cost?
when does the contract end?
what was the contract value?
Who is the supplier?

Do you have RPA (Robotic processing Automation)?
if so who is supplying it?
what is the annual cost?
when does the contract end?
what was the contract value?
Who is the supplier?

What is your CRM(s)?

Response

Do you have an API management platform? No
if so who is supplying it? n/a
what is the annual cost? n/a
when does the contract end? n/a
what was the contract value? n/a
Who is the supplier? n/a

Do you have RPA (Robotic processing Automation)? no
if so who is supplying it? n/a
what is the annual cost? n/a
when does the contract end? n/a
what was the contract value? n/a
Who is the supplier? n/a

What is your CRM(s)? no CRM in use. Call centre use Backoffice applications
directly.

Can we request the staff' names and direct contact details involved in each of the
points stated above? n/a

Further queries on this matter should be directed to foi@cambridge.gov.uk