(CCC) Online payment solutions

I am conducting research on the technology used by councils to take payments from users of their online services.

Please could you advice me of:

1. What system do you use to take online payments from service users, and who supplies it?
2. When did you start using this system?
3. When does the contract end for this system?
4. What is the annual cost of the system?
5. Where is the system hosted? Please specify if it is hosted by the council in its own data centre, hosted by the council in its own cloud environment (such as AWS or Azure), hosted by the supplier as a discrete instance, or hosted by the supplier as a true software as a service
6. How does the system integrate with the other elements of your online service delivery platform?

If you use more than one solution for online payments, please could you answer the above questions for each of them.

Response

1. What system do you use to take online payments from service users, and who supplies it?

Pay360's (previously Capita) AIM system

2. When did you start using this system?

2004

3. When does the contract end for this system?

30/06/26

4. What is the annual cost of the system?

£36,075

5. Where is the system hosted? Please specify if it is hosted by the council in its own data centre, hosted by the council in its own cloud environment (such as AWS or Azure), hosted by the supplier as a discrete instance, or hosted by the supplier as a true software as a service

On premises

6. How does the system integrate with the other elements of your online service delivery platform?

We receive end of day reports which upload into line of business systems.

If you use more than one solution for online payments, please could you answer the above questions for each of them.

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