

Digital Communication Portals

Service Area	Purpose of Communication Portal	IT System Name	Supplier / Vendor	Month / Year Went Live	Number of Citizen's Registered from 01/04/2025 to 31/03/2026	Number of Communications Sent Via the Portal from 01/04/2025 to 31/03/2026	Procurement Framework Used
Customer Relationship Management (CRM) (used in house by our Customer Service Team)	Manages interactions with residents, service requests, and complaints.	SalesForce	SalesForce	May-23	13,054 accounts created during the period requested.	Unknown -- Salesforce only stores the last 30 days worth of emails	Open procedure
Customer Relationship Management (CRM) - My Guildford Portal (the public facing portal that citizens can register with for service information specific to their own case)	Manages interactions with residents, service requests, and complaints.	SalesForce	SalesForce	May-23	10,813 have created a MyGuildford account during the period requested.	Unknown -- Salesforce only stores the last 30 days worth of emails	Open procedure
Elections & Democratic Services	Supports electoral roll management, election administration, and council meetings.	Eros (for election administration) ModernGov (council meetings)	Idox (Eros) Civica (ModernGov)	Apr-19	There is no digital portal for citizens to register with/log into	85,244	Direct award via CCS
Housing & Homelessness	Manages housing applications, tenancy management, and homelessness support.	MRI Housing Enterprise	MRI	Sep-18	There is no digital portal for citizens to register with/log into	We do not hold a record of the number of digital communications sent	Direct award via CCS

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Revenues & Benefits	Administers council tax, business rates, and welfare benefits processing.	OpenRevenues	Civica	2002	There are approximately 44,000 OPENPortal accounts (the public digital service)	We do not hold a record of the number of digital communications sent	Unknown
Planning & Building Control Services	Planning "Public Access" website, for publication of planning applications and associated documents and for customers to submit comments/objections etc.	Idox Cloud	Acolaid Idox	Apr-19	4,702 accounts were active in the period, out of a total 30,489 registered accounts.	We do not hold a record of the number of digital communications sent	
Licencing and public protection	Public Access website for our licencing information	Idox Cloud Public Protection	Idox Cloud	Apr-21	There are approximately 3,500 registered users of Idox Cloud Public Protection (the public digital service)	We do not hold a record of the number of digital communications sent	
Legal Democratic	Freedom of Information Requests	Ecase	Fivium	Mar-16	N/A*	2,329	Direct award via CCS

* Individual citizens are not registered on this software, only their specific query / complaint. However digital communication is sent out directly via the platform.