

Avoid FOI fines: Bailey Solutions updates software to handle FOI requests

Bailey Solutions Ltd (www.baileysolutions.co.uk), a UK based library software company, has updated its enquiry tracking software so it now handles Freedom of Information (FOI) requests as well as other types of enquiries. Their **KnowAll Enquire™** (www.knowallenquire.com) system is highly flexible, configurable and designed to cope with changes in the compliance rules. Many government departments, universities and public bodies are finding themselves falling short of compliance. Out of the box **KnowAll Enquire™** comes with a FOI workflow which handles every stage of the acknowledgement, acceptance, rejection and appeal process. The current reasons for rejection are also included and if required can be changed at a later date. Simpler workflows for other types of enquiries can also be created and can be team based. The workflows can be designed so that mandatory stages cannot be by-passed.

Bailey Solutions developed **KnowAll Enquire™** in recognition that there was a gap between traditional IT helpdesk systems and Client Relationship Management Systems (CRM) which were failing to meet the need for a specific FOI workflow and workflows for other information requests. Penny Bailey, Managing Director of Bailey Solutions says, "In essence, KnowAll Enquire reduces chaotic, disjointed or inaccurate enquiry responses that can lead to fines, public humiliation or loss of confidence in your enquiry service. It also helps you prove your value to higher management." Senior managers can review performance across all teams with one reporting mechanism. Standard management reports include types of enquiries answered, input method, input time, time spent on enquiries, satisfaction levels, costs incurred, length of time to complete enquiries and of course deadline and SLA compliance.

More information can be obtained from Penny Bailey, Managing Director, Bailey Solutions Ltd www.knowallenquire.com

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Press releases end

Software images and photo of Penny Bailey available on request.

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