

FRAM200/13: Enquiry, Appointment & Queue Management System (LOCAL827) **SUMMARY** Start date: 30th April, 2014 End date: 31st July, 2021 OJEU Number: Lead Consortium: NEUPC Main contact: Michelle Palfrey m.duckett@bham.ac.uk Website: https://www.hecontracts.co.uk/agreements/827 **SCOPE AGREEMENT BENEFITS USING THE FRAMEWORK SUPPLIERS** Verint Systems UK Ltd, **SUSTAINABILITY NEXT STEPS**