

To receive a report on the Burial Management Software and consider any actions and associated expenditure

Background

Due to the migration to SharePoint and cloud storage only, the burial software currently on the Town Council's server will require to be moved to an alternative storage solution.

Current information to be taken into consideration:

- Currently multi 5 user licence - (*licences operate single user multi 5 and then 10*)
- 6-month notice required as on rolling contract;
- IT Consultant confirmed it is not suitable to go on a web based hosted server (*e.g. SharePoint*)

Therefore, two options were identified:

- Move to a dedicated PC Tower within the Guildhall;
- Move to a cloud hosted service.

Option 1 - PC Tower

If the burial software is moved to a PC tower, the Administration Department would not be able to access remotely if required. This option also restricts any user as they will need to access that PC tower when processing any burial or memorial request.

The current burial software provider advised a solution to alleviate these issues is to have a VPN connection.

The Town Council IT Consultant advised it adds to the complexity of the current set up and offers another route into the system that's potentially vulnerable.

Data Transfer Costs £25

Due to having to provide 6 months' notice to the Town Council's current provider, this option will be required for a limited period of time to allow for the Town Council server to be removed and continued access to the burial software.

Alternative cloud-based solutions have been explored and costs provided below:

Option 2 – Cloud Hosted Services

Company	On-boarding Cost	Total cost per month
A		£168.75
B	£9,250	£200
C	£349	£55 (please note billed annually upfront)

Company C currently provides another software service to the Town Council. The service provided works well.

Company C offers a full burial software service the Town Council requires and accommodates as many users as needed for an annual fee. This provides comfort should the Administration Department grow overtime.

Additional to this, they offer Cemetery Mapping which the current provider can only offer through a third party at a substantially higher cost.

Negative aspects of current software as opposed to improvements provided by Company C

Current Software Negative Aspects	Improvements via Company C
Use of one central device only for all users.	Any device, any user, accessed via a web browser.
Multiple downloading of updated licences required on all devices throughout the year.	No requirement to download licences.
No history of user activity.	Audit trail of user activity and actions log.
Currently, only Administration staff have access to the system. No permissions available.	Other relevant staff, in particular, Service Delivery could be given useful, but restricted access via permissions to enable e.g., the recording of Memorial Inspections & uploading interment checks. Great addition, efficient working and clean audit trial.

Deed expiry date, report by random date and production of unordered list.	Deed expiry date report by specific plot numbers and ordered list.
No calendars	Calendar allowing input of funeral dates & details.
No capacity to log Memorial Bench & Rose records.	Memorial Bench & Rose records can be logged on the system.
Complex Deed Transfer process. Additionally, if entered incorrectly, all records connected with that plot are required to be entered again.	Simplified Deed Transfer process which would not affect the storage of plot records.
Unable to change the name of the Lessee or the deceased, causing unnecessary problems when all that might be required is to correct the spelling of a name, e.g., John instead of Jon or Mrs instead of Miss.	Changes permitted.
Cemetery Map created by an outside company at cost.	Basic Cemetery Map suitable for TC needs can be created at no cost by staff. Plot numbers can link directly to records. Memorial benches and roses can also be mapped and linked to plot numbers if applicable.
Complex system of coding required for TC fees & also all those connected with the interment, e.g., Funeral Directors, Groundsman, Minister etc., as provider has now linked their system to financial software which the TC does not use. Time Consuming & unnecessary.	No requirement to code fees or other details. The system is not linked to a separate financial system.

Budget Code: 6014 BA Cemetery Software Subscription

Available Budget 2024-25: £405

Members are asked to consider:

1. Approving the data transfer cost to one internal PC tower of £25 to allow continued access to the burial software whilst migrating to cloud hosted solutions;
2. Appointing Company C at a total cost of £1,009, inclusive of the one off on-boarding cost and a 12-month subscription paid upfront, to be allocated to budget code 6014 BA Cemetery Software;
3. Approving a virement of £1,034 from budget code 6070 BA EMF Churchtown Cemetery Capital Works available budget £5,446 to 6014 BA Cemetery Software to cover the shortfall cost associated to appoint Company C for the year 2024-2025.

End of report

Planning and General Administrator

Administration Officer