

Print Image Network Ltd T/A PIN Communications Secure voting (online and printed) – Service profile

Print Image Network Ltd T/A PIN Communications is a leading provider of democratic services, operating in numerous market sectors we administer transparent, impartial, and trusted processes including elections, ballots, and polls, for private and public sector organisations.

Acting as your Independent Scrutineer or Returning Officer, our expert team will deliver the best possible process for your organisation. We listen to what you want to achieve, then we will tailor a process to meet your needs, implementing the most appropriate solutions and channels for your organisation. It is this approach that has established the trust and confidence of our clients since we began in 2000.

We are one, if not the, most flexible end-to-end scrutineers in the country, with superior voting technology for online voting and the most up to date printing machinery for more traditional methods.

Our Core Values

Our core values represent what we stand for as a company. We live and breathe our values and they are evident in our service to clients. When clients are looking for an alternative to their current scrutineer, we often ask them what kind of company they want to partner with, as relationships and ideals are a solid foundation for a successful working relationship.

Superior Technology

To deliver the democratic processes our clients want, means having the latest print and online technology. As the two main channels used in many democratic processes, we ensure that our technology, be it print facilities or online systems, meet our stringent requirements for security and quality, according to ISO 9001 and ISO 27001. Our print capacity network spans the length and breadth of the country and comprises the latest print technology. For online democracy, our superior technology boasts the most secure system in the country. Furthermore, should you require an additional level of security, our enhanced online voting system is secure enough to run end-to-end verification.

All services are delivered to the highest quality, by a knowledgeable and qualified Account Manager and overseen by our Customer Service & Production Manager and our General Manager. All services will conform to our ISO 9001 & ISO 27001 certifications, Customer Service Excellence (CSE) Standard, ICO and Cyber Essential certifications.

Solution description

Our market-leading online web browser based voting platform is secure and easy to use. It processes millions of votes each year and is hosted secure, fault tolerant redundant servers. It

is perhaps the most aesthetically pleasing of all the current scrutineer online voting platforms, accommodating clients' branding and colour scheme.

Solution benefits

Secure e-voting platform (with end-to-end verification)

Fully hosted on secure servers

Customisable to a client's brand identity

Optimised for use on a desktop, laptop, tablet or smartphone

Can be used alone or alongside paper ballots

FPTP and STV voting platforms available

Easy system for referees and supporters

Reduces postal and printing costs

Supports different languages for international membership

Quick, efficient and accurate count

Dedicated support team and expertise

Reduces the effect your election has on the environment

Real-time turnout statistics via our web dashboard

SSL secured using the latest secure encryption

Solution workflow

Members will be allocated USC's (Unique Security Codes), via an email or letter. The codes will be used to access the site. The 3-Step Voting Completion Process is easy for the user to complete:

One - Access the voting site with the USC's

Two - Complete any declaration and select voting choices

Three - Receive the thank you confirmation to say your vote/s has/have been cast.

At Step 2, when the voter casts their vote/s, it is encrypted for security, it will only be unencrypted when the counting process begins.

Our printing solution

Print Image Network Ltd T/A PIN Communications one of the UK's leading electoral print providers, has an excellent understanding of the requirements of an electoral service covering all types of elections and a 100% track record of meeting delivery deadlines. Our understanding is that all print has to be legislatively correct and delivered in accordance with the timetable as set. Our printing service may support online voting services, where digital communication with voters cannot be undertaken.

All of our staff have direct experience in providing an online voting, electoral printing and mailing service for every type of registration and election, including Local Government Elections, Non-statutory Elections, Business Improvement District ballots, AGMs, Trade Union Ballots, Community Governance Reviews and Neighbourhood Planning Referendums.

We currently supply electoral printed products to over 70 of the UK's Local authorities. These products include but are not limited to:

- Poll Cards
- Postal Votes
- Ballot Books
- Electoral Registration Forms
- Canvass Forms (CCA, CCB, CF)
- ITRs
- Corresponding Number Lists
- Postal Vote Refresh Forms
- Household Notification Letters
- Braille Forms and Ballot Papers
- Ancillary electoral products

Customer Service Excellence

We are proud to hold the Customer Service Excellence (CSE) standard and put customer service at the forefront of everything we do. We are independently assessed each year and hold a number of compliance plus awards for many of the assessment areas.

Delivering big projects with a personal touch

We are fortunate to work with organisations of all shapes and sizes. Our client-centric approach means that every client, big or small, will receive a dedicated and personal service. From our print capacity network, to the security and functionality of our online democracy systems, we can manage processes of all sizes, using a variety of channels. We are big enough to deliver, but small enough to care!