

Print Image Network T/A PIN

communications Secure online meetings with voting – Service profile

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.

Being part of an independently owned company allows us to be more agile and less restricted than other scrutineers. 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.

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!

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. Our core values are commitment, efficiency, knowledge, professionalism, and trust. By working with UK Engage, you can expect these qualities from us.

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 meeting/voting platform is secure and easy to use. It is hosted on secure, fault tolerant redundant servers. It is perhaps the most aesthetically pleasing of all the current meeting/scrutineer online voting platforms, accommodating clients' branding and colour scheme.

Solution benefits

- Secure online meeting solution with advanced voting processes.
- Allows users to submit proxy or advance votes ahead of the meeting (if required).
- Allows users to submit typed questions ahead of the meeting (if required).
- Users can register their intention to join the meeting virtually or physically.
- Clients receive secure access to a client dashboard to see progress, monitor registrations, and moderate submitted questions.
- Single solution for proxy voting and meeting, fully integrated.
- Full integration with your meeting video and audio stream (MS Teams, Zoom or other).
- A client slide show presentation can be included.
- Users have a self-test function to check their network, browser and internet speed for compatibility with the meeting.
- A raise hand 'Mover' and 'Seconder' feature can be enabled

- Voter login security with two Factor Authentication (2FA) or single sign-on.
- Aesthetically pleasing digital interfaces. Customisable with multi-language options.
- Secure online voting with First Past the Post voting method.
- Fully managed process by independent election scrutineers.
- Platform optimised for desktop, laptop, tablet or smartphone.
- SSL Secured using the latest secure encryption certification.
- Customisable digital solutions to present the customers brand identity.
- Easy to access and understand for users.
- Can be used for physical, hybrid and/or 100% virtual meetings.
- Users access meeting only after they have authenticated meaning no separate link to a broadcast.
- User friendly digital voting experience facilitates engagement by reducing barriers.
- Mobile optimised technology allows 'Voting on the move' via Smartphone.
- Voters only shown contests they are eligible to vote in.
- Allows for weighted voting and observers (no vote option)
- Proxy voting at the meeting level can be undertaken with either mandated and/or discretionary voting instructions.

Solution workflow

Members will be given either a single sign-on link or a two-part USC's (Unique Security Codes) and link, via an email or letter. The codes will be used to access the meeting/voting site. The system is easy for the user to use, and to join a meeting and voter the following steps are undertaken:

Proxy voting

One - Access the voting site with the single sign-on link or USC's and link provided.

Two – View and documents and meeting information.

Three - Register their intention to attend either virtually or physically.

Four – Cast a proxy vote or advance vote.

Five – Submit a question.

Live meeting

One - Access the voting site with the single sign-on link or USC's and link provided.

Two – View and documents and meeting information.

Three – View the meeting video and audio stream and see any client presentation slide show.

Four – Vote when voting opens.

Five – View the real-time results.

Six – Submit a question.

Only those voters eligible to vote will have the option to vote, meaning observers can watch proceedings but are excluded from the voting process.