

PIN Communications Secure online nominations – 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.

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 PIN Communications, 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 flexible and user friendly nomination solutions as easily accessible on any internet browser connected device.

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 nomination platform is secure and easy to use. It processes thousands of candidate submissions each year and is hosted on secure, fault tolerant redundant servers. It is perhaps the most aesthetically pleasing of all the current scrutineer online nomination platforms, accommodating clients' branding and colour scheme.

Solution benefits

Quick and easy way for members to apply for vacant positions

Secure system using personal/work emails and password to access

Save function so that applicants can return to their application if they can't complete it in one go

Easy guidance instructions

The client can moderate all candidate statements to assess their suitability for publication

24-hour access for applicants

Word count counter so candidates cannot exceed the number of words allowed

Ability to show election timetable

Allows for supporters and nominators

Automatic email confirmations

Embed video and social media feeds

Solution workflow

The online process for candidates registering online is very simple and completed in four simple steps:

One - Click registration button

Two - Complete online form including written statement and uploading photo, bio or other supporting information

Three - Confirm declaration

Four - Save

Candidates can modify their statements up to the close of nomination. Statements can then be moderated for suitability.