

AchieveForms is the first choice for online government solutions

Business Web Software delivers solutions that provide exceptional citizen services. We are recognized as online government form experts.

AchieveForms is the market-leading, online forms application enabling you to reduce costs and increase efficiency through forms-driven solutions on your intranet and website.

The below mini-case studies highlight our expertise and the advantages of investing in AchieveForms.



Southampton City Council

Mobile Government workers are saving over 26 hours a week by using AchieveForms Offline Client. Southampton City Council actively provides health care for 8,000 of their 217,000 residents at any one time. They need to function smoothly and react as quickly as possible. AchieveForms has been helping improve the service provision by streamlining the management of vital medical forms.

Mobile health care workers help residents that are elderly or infirm live safely and independently. The need to reduce the volume of paper-based processes and move towards a real-time data capturing procedure was realized so that the administration of the patient's care could be accelerated.

Social Care Givers need to be offline when seeing patients. The solution was to implement forms software capable of being used online and offline with a minimal loss of functionality. Data is entered once, rather than being written out and re-keyed. AchieveForms delivers:

- offline working capability
- major cost savings (\$53,000 saved per year)
- increased efficiency (26.6 hours saved per week)

"Care professionals can capture assessment information in a flexible working environment and save valuable time previously lost to the double-entry of assessment information."

Saqib Yasin, Policy Development Manager, Southampton City Council.



Tendring
District Council

Tendring District Council

Government organization's 24/7 customer service through AchieveForms, SharePoint and MCMS. The Government organization's commitment to delivering a high quality customer service means citizens can expect comprehensive, accurate and timely information.

When faced with the challenge of increasing productivity and enhancing value for money, IT is an area where too much time can be spent on needlessly complex, low-value tasks. The Council had to find user-friendly, cost effective packages that would work as one with their existing systems. The Government organization chose AchieveForms.

With their systems working as one, the Council are taking advantage of;

- Reduction of information duplication.
- Accurate data
- Instant reporting facilities.

"Tendring is committed to improving customer access to it's services. Last year we redesigned our website to provide a more customer focussed 24/7 service. This included the introduction of AchieveForms, allowing our customers to contact us, apply for services or report problems online."

Lisa Leggett, Web Editor, Tendring District Council.



Glasgow City Council

Government organization's 24/7 customer service channel through AchieveForms.

With a population of more than 600,000, Glasgow is the largest city in Scotland. The council's role is to raise the profile of the city, make it an attractive place to live in, study in, work in and visit.

The Government organization was reviewing the existing transport strategy. A major element within this review was the Council's dialogue with the public.

The material cost involved in this kind of project can be huge, which is why different alternatives were researched. To remove the logistical burden associated with physically mailing the questionnaire to the public, online channels were looked into.

AchieveForms relieved common problems such as incomplete, inaccurate and illegible submissions. It easily handled the volume of responses and the functionality of the analysis tools transformed a previously time consuming labour intensive exercise into reports at the click of a button.

The local government organization are taking advantage of:

- accurate data
- increased efficiency
- better citizen service

"Business Web Software provided Glasgow City Council with an efficient, cost-effective response system and a range of invaluable analysis, reporting and measurement tools."

Robert Booth, Glasgow City Council Director of Land Services



Essex County Council

Government organization is saving time and adding value through AchieveForms.

The complex nature of the council structure means business agility is paramount. As well as conforming to Government recommendations, the council perceived that an online form system would help to optimize existing procedures and create efficiency gains. This would in turn allow council employees to spend more time on their core role: serving the public.

AchieveForms enabled increased efficiency and flexibility of service for both citizen and council. Providing an interface with the council available round the clock and in their own homes enables residents to take advantage of council services whenever most convenient

The council are taking advantage of:

- accessible online forms (adhering to Section 508)
- a reduced dependency on IT departments
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"Hearing how easy to use the software is has increased interest among non-technical staff as they realize the applications of the software to their roles."

Martin Baker, e-Government Project Manager, Essex County Council.

For more information, email us on enquires@businesswebsoftware.com, call us on 1-800-882-4043 or check out www.businesswebsoftware.com