

*Organisations are under pressure to cut costs, enhance process efficiency and at the same time decrease response times and improve customer satisfaction. Standard business processes, often rife with manual, error-prone, paper-based tasks, can be streamlined by bringing formerly offline processes to the web, and implementing automated workflows.*

### Integrated Business Solutions

Organisations and the groups within them depend on the efficient movement of information to run their businesses effectively. Inefficient business processes and the manual collection of data can lead to reduced productivity and costly delays.

Because business information moves quickly, business users find that their paper trail needs to move just as rapidly. To optimise the processing of information organisations need the tools to efficiently automate their existing processes and react quickly to changes in the environment.

### IFORMS Processing

Integra forms (IFORMS) processing enables organisations to easily collect information through secure online forms and process the requests in accordance with defined business procedures.

It also eliminates the need for data entry workers keying in data from paper forms and operators no longer need to decipher handwriting.

An important part of IFORMS is the ability to define business processes based on the information with automated integration to the associated back-office systems.

The objective is to ease and speed the collection of the data and automate the processing of that information.

The solution presents users with electronic forms that are familiar to them and enables the design of complex forms and workflow processes to deliver the information based on key data to the appropriate department/authoriser.

This provides better control and tracking, and accelerates the delivery and processing of higher quality information.

### Workflow Automation

Workflow automation is one of the most important components to the IFORMS system. Electronic forms processing without workflow is simple data collection.

Forms are filled in so the information can be processed, not just sit somewhere. The workflow engine that is embedded within IFORMS performs this processing.

The handling of a completed form may involve the interaction of multiple people and external systems. It is common to route forms for a review and approval process, and after approval some action is taken.

Workflow automation enables an organisation to route IFORMS and other requests in accordance with their defined business procedures.

IFORMS routes this information as part of a "workflow package" allowing multiple forms, documents, and other digital content to be included in the information being processed.

This package can be routed to users for data collection, review and approval.

IFORMS enables you to increase efficiency by combining multiple content types (e.g. eForms, documents) for a more complete automation of your complex business processes.

As a web based solution IFORMS will compliment your website, incorporating the organisations branding/colour scheme.



### Features

- Easy to use
- Ability to create web forms in your company's look and feel
- Secure Submission of form data over an encrypted channel

### Business Benefits

- Increased customer response times
- Improved visibility
- Enhanced process efficiency
- Reduces your exposure to compliance policy violation, litigation and penalties

## Professional Services

Capita IB Solutions has an excellent track record of delivering expert support and consulting to Public, Private and Not for Profit Organisations. Ranging from top-down business analysis and enterprise modelling to database design, application implementation and tuning, a comprehensive package of methodologies, support, training and consultancy services has been developed to ensure the success of all projects within a defined framework of quality, cost and time.

Business Strategy	Technical Support	Healthchecks	Implementation & Design
Our consultants can work with you to ensure your business strategy is supported by coherent and business-aligned systems.	We offer a full range of technical consultancy and support services to ensure the effective delivery of your Integra solution.	Our regular healthchecks review the solution architecture and recommend changes or enhancements.	We assist clients during all phases of the development life cycle, with teams encouraged to acquire the knowledge to maintain and support the systems.

“A custom application may be a better solution than standard, off the shelf, software application. Off the shelf software is designed for a wide range of businesses and may not be ideally suited for a specific business.”

### Benefits of IFORMS

The IFORMS solution is not necessarily meant to introduce new forms and processes; its most important role is in its ability to handle your existing forms and processes.

Any group, organisation or process where data collection is involved can benefit from the IFORMS solution

IFORMS can take your existing forms, those that users are already familiar with, and allow them to be viewed and filled out electronically.

This online submission occurs directly from within a user's browser.

Processes that can benefit from an electronic forms processing solution include:

- Internal Change Requests (IT Change Control)
- Purchase Order Submission
- Employee and HR (hiring, salary, vacation, leave requests)
- Expense Reports
- Requisition Processes
- Web Based Form Submissions (support, help desk, etc.)

### Rapid Return on Investment

Automating the use and processing of online forms is an opportunity for any organisation to see one of the greatest returns on investment for a software application.

IFORMS is the fastest, easiest and most cost effective way for an organisation to move from a paper based forms process to an automated solution.

From PCs to PDAs, employees to customers, IFORMS processing will increase employee productivity, collaboration and knowledge sharing among team members.

Whether you are looking for company-wide, or departmental business form processing, IFORMS can take your critical paper-based processes and automate the workflow, reducing operational costs and accelerating productivity for all your forms based processes.

The Spirella Building  
Bridge Road  
Letchworth Garden City  
Herts SG6 4ET England

[www.ibsolutions.com](http://www.ibsolutions.com)