

Organisations are under pressure to cut costs, enhance process efficiency and at the same time decrease response times and improve customer satisfaction. Standard 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.

Self-Service Solutions

Organisations and the groups within them depend on the efficient movement of information to run their organisations effectively.

Inefficient processes and the manual collection of data can lead to reduced productivity and costly delays.

Because information moves quickly, 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.

Self-service solutions enable organisations to easily collect information through secure online forms and process the requests in accordance with defined organisational procedures.

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

Integrated Business Solutions

An important part of self-service is the ability to define organisation 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.

Self-service solutions present 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 self-service. 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 self-service solutions 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 self-service and other requests in accordance with their defined business procedures.

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

Features

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

Business Benefits

- Increased customer response times
- Improved visibility
- Enhanced process efficiency
- Reduced costs
- Reduces your exposure to compliance policy violation

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.

“Local Authorities spend on average £9 for a face-to-face discussion with a citizen, £5 for a telephone conversation and about £5 for postal correspondence. All of these channels will see less use if the Authority provides an online self-service channel that is available 24 hours a day and is considered more convenient for the citizen.”

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

Benefits of Self-Service

Self-sevice solutions are 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 a self-sevice solution

Self-sevice solutions 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
- Housing/Council Tax Benefits
- Employee and HR (hiring, salary, vacation, leave requests)
- Expense Reports

- Customer Services
- Requisition Processes
- Housing Rents
- Web Based Form Submissions (support, help desk, etc.)

Rapid Retun 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.

Self-sevice solutions are 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, self-sevice processing will increase employee productivity, collaboration and knowledge sharing among team members.

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

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